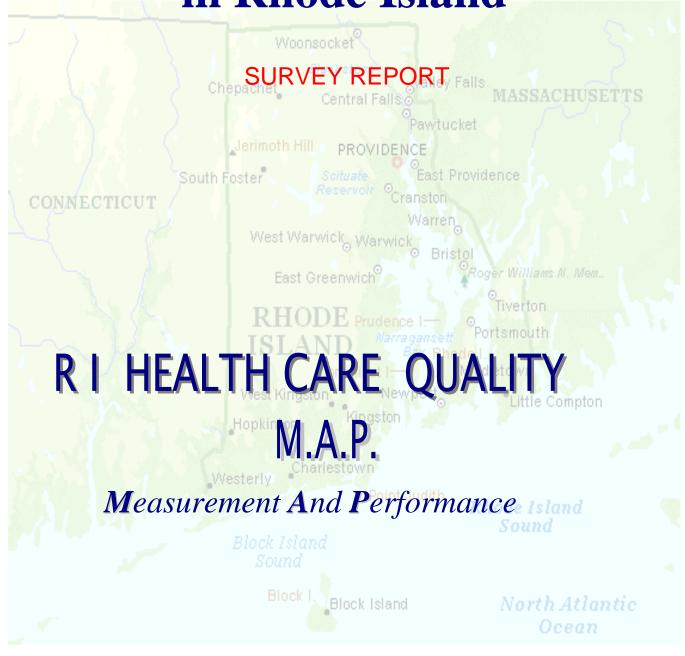
A Report of Patient Satisfaction with Hospital Care in Rhode Island



PARTNERS IN QUALITY®

Inpatient Survey

at

Hospital Association of Rhode Island

Providence, RI

Public Report #1

Analysis Of Respondents From APRIL - JUNE, 2001

Prepared September 2001 by
Press, Ganey Associates, Inc.
Park Ridge, Illinois

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RESPONDENTS IN CURRENT REPORT

Group	Sample Size	Surveys Completed	Undeliverable Surveys	Response Rate
ALL HOSPITALS	7477	3200	110	43%
ALL SURGICAL PATIENTS	2745	1317	41	49%
KENT HOSPITAL - SURGICAL	325	143	3	44%
LANDMARK HOSPITAL - SURGICAL	175	85	0	49%
MEMORIAL HOSPITAL - SURGICAL	310	122	3	40%
MIRIAM HOSPITAL - SURGICAL	312	173	2	56%
NEWPORT HOSPITAL - SURGICAL	149	78	2	53%
RHODE ISLAND HOSPITAL - SURGICAL	325	163	6	51%
ROGER WILLIAMS HOSPITAL - SURGICAL	275	112	14	43%
OUR LADY OF FATIMA HOSPITAL - SURGICAL	325	133	1	41%
SOUTH COUNTY HOSPITAL - SURGICAL	47	24	1	52%
WESTERLY HOSPITAL - SURGICAL	198	90	3	46%
WOMEN AND INFANTS HOSPITAL - SURGICAL	304	194	6	65%
ALL MEDICAL PATIENTS	3294	1292	53	40%
KENT HOSPITAL - MEDICAL	325	120	5	38%
LANDMARK HOSPITAL - MEDICAL	325	140	0	43%
MEMORIAL HOSPITAL - MEDICAL	325	84	5	26%
MIRIAM HOSPITAL - MEDICAL	325	142	6	45%
NEWPORT HOSPITAL - MEDICAL	239	112	1	47%
RHODE ISLAND HOSPITAL - MEDICAL	325	123	8	39%
ROGER WILLIAMS HOSPITAL - MEDICAL	325	93	18	30%
OUR LADY OF FATIMA HOSPITAL - MEDICAL	325	122	2	38%
SOUTH COUNTY HOSPITAL - MEDICAL	325	160	5	50%
WESTERLY HOSPITAL - MEDICAL	322	138	1	43%
WOMEN AND INFANTS HOSPITAL - MEDICAL	133	58	2	44%
ALL OBSTETRICAL PATIENTS	1310	523	16	40%
KENT HOSPITAL - OBSTETRICS	258	102	2	40%
LANDMARK HOSPITAL - OBSTETRICS	142	53	0	37%
MEMORIAL HOSPITAL - OBSTETRICS	193	49	6	26%
NEWPORT HOSPITAL - OBSTETRICS	157	61	3	40%
SOUTH COUNTY HOSPITAL - OBSTETRICS	106	62	1	59%
WESTERLY HOSPITAL - OBSTETRICS	129	61	1	48%
WOMEN AND INFANTS HOSPITAL - OBSTETRICS	325	135	3	42%
REHABILITATION HOSPITAL	128	68	0	53%

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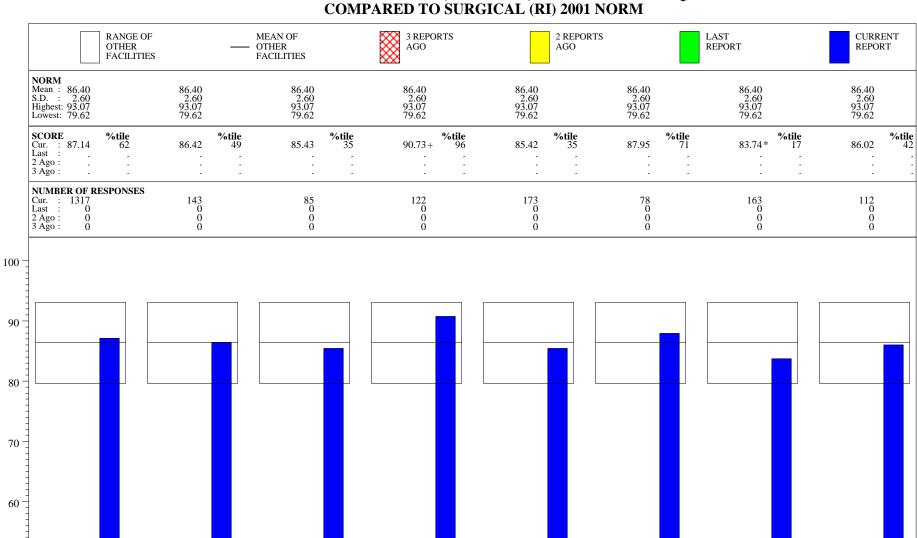
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ALL SURGICAL

PATIENTS

GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR COMPOSITE QUALITY SCALE **COMPARED TO SURGICAL (RI) 2001 NORM**



Standard Deviation Flags:

KENT HOSPITAL -

SURGICAL

+Above Average (1 Std Dev Above Mean)

LANDMARK HOSPITAL MEMORIAL HOSPITAL

- SURGICAL

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

NEWPORT HOSPITAL

- SURGICAL

RHODE ISLAND

HOSPITAL -

SURGICAL

MIRIAM HOSPITAL -

SURGICAL

**Well Below Average (2+ Std Devs Below Mean)

- SURGICAL

ROGER WILLIAMS

HOSPITAL -

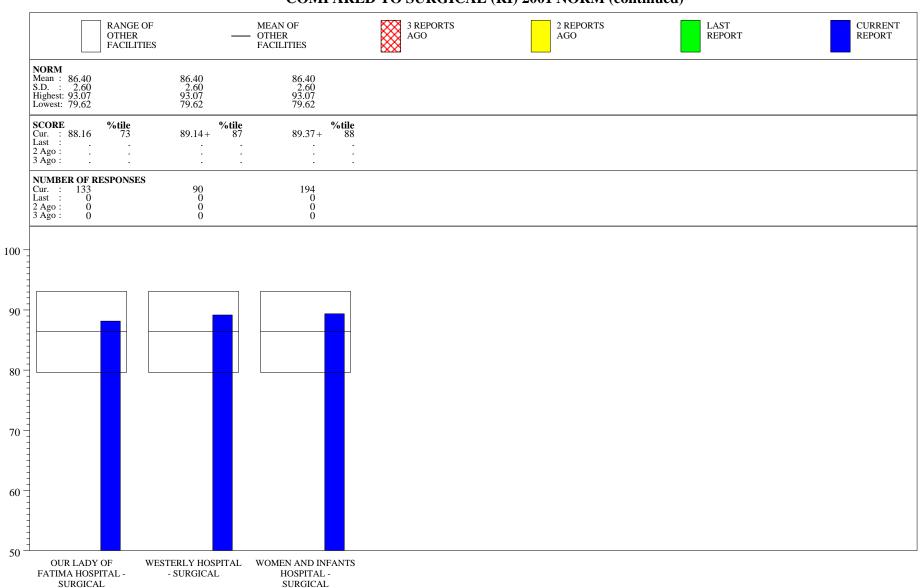
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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR COMPOSITE QUALITY SCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

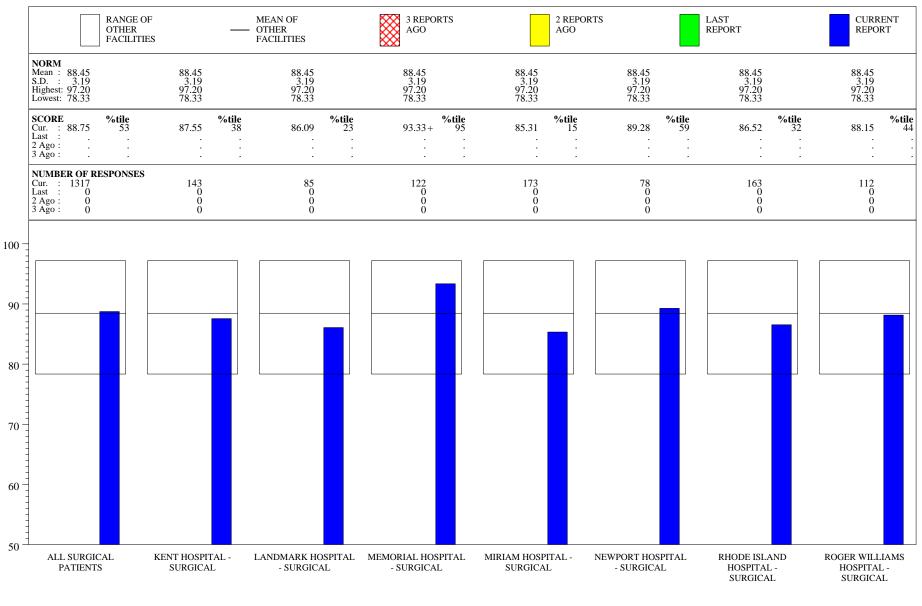
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR NURSING CARE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

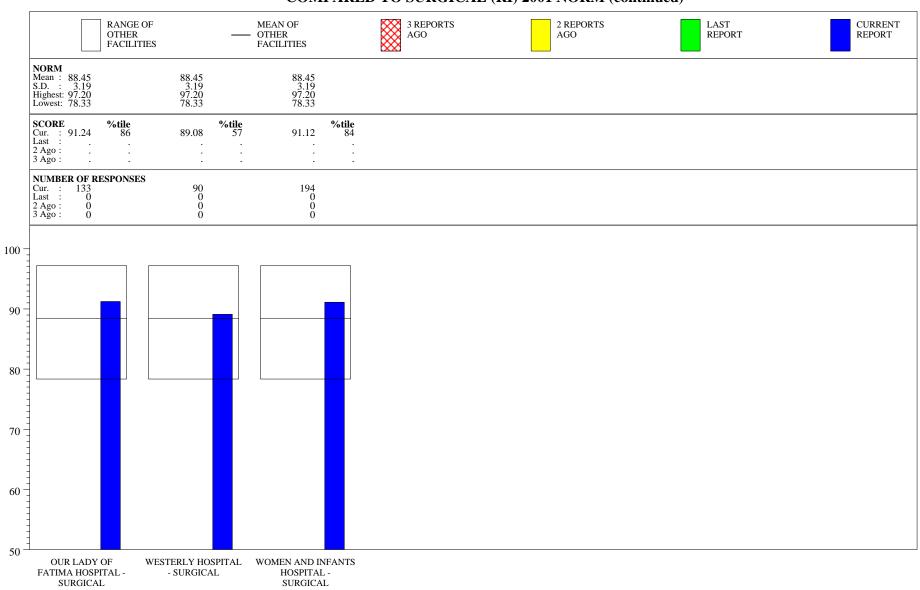
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR NURSING CARE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

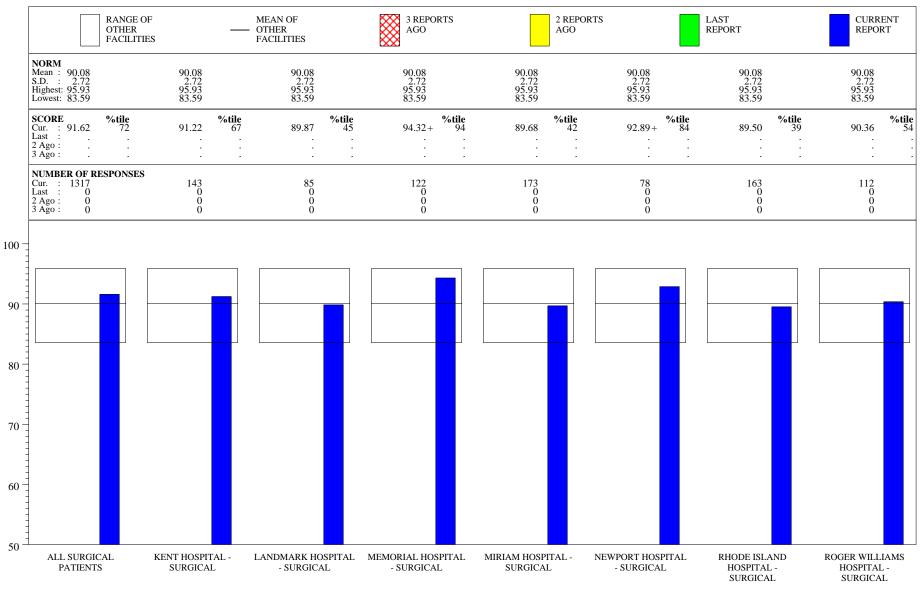
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PHYSICIAN CARE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM



⁺Above Average (1 Std Dev Above Mean)

^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

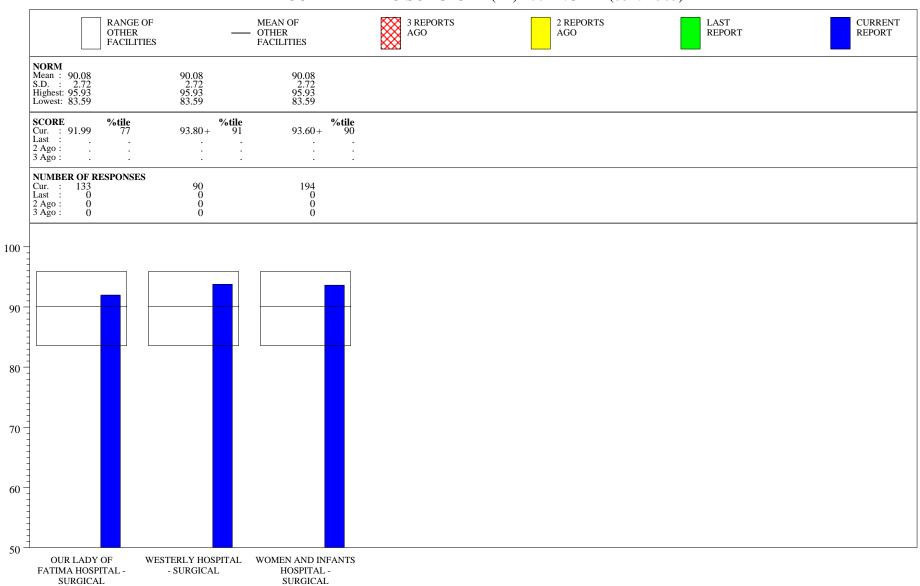
^{**}Well Below Average (2+ Std Devs Below Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PHYSICIAN CARE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

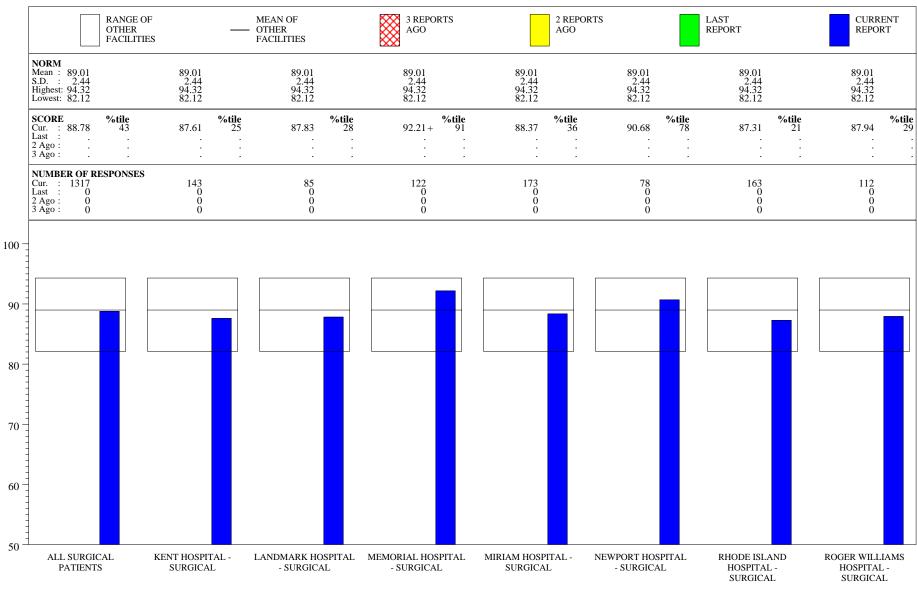
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM



++Well Above Average (2+ Std Devs Above Mean)

**Well Below Average (2+ Std Devs Below Mean)

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

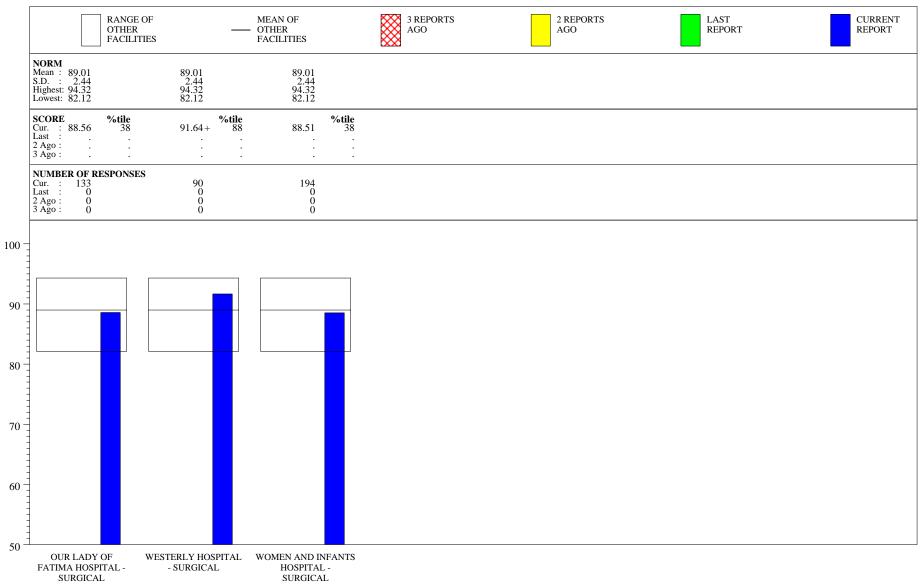
Standard Deviation Flags:

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

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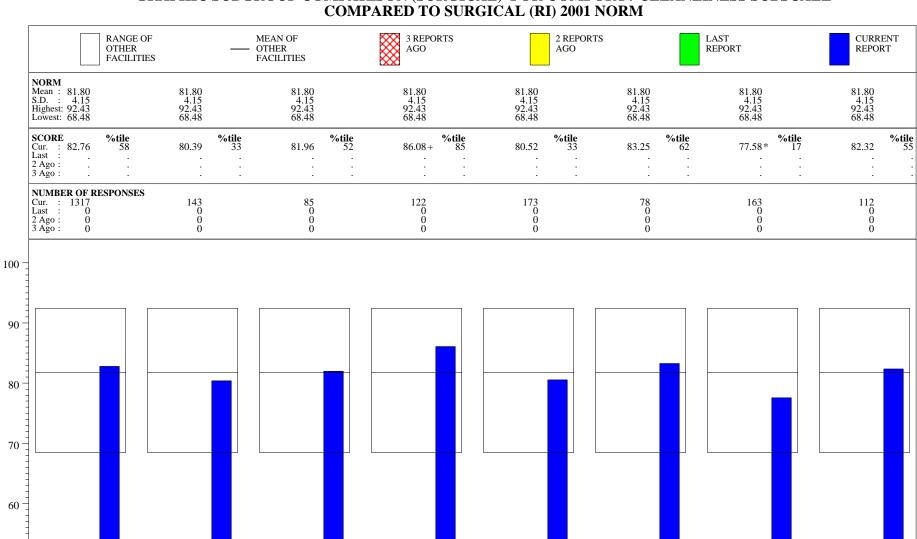
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ALL SURGICAL

PATIENTS

GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR COMFORT / CLEANLINESS SUBSCALE **COMPARED TO SURGICAL (RI) 2001 NORM**



Standard Deviation Flags:

KENT HOSPITAL -

SURGICAL

+Above Average (1 Std Dev Above Mean)

LANDMARK HOSPITAL MEMORIAL HOSPITAL

- SURGICAL

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

NEWPORT HOSPITAL

- SURGICAL

RHODE ISLAND

HOSPITAL -

SURGICAL

**Well Below Average (2+ Std Devs Below Mean)

MIRIAM HOSPITAL -

SURGICAL

- SURGICAL

ROGER WILLIAMS

HOSPITAL -

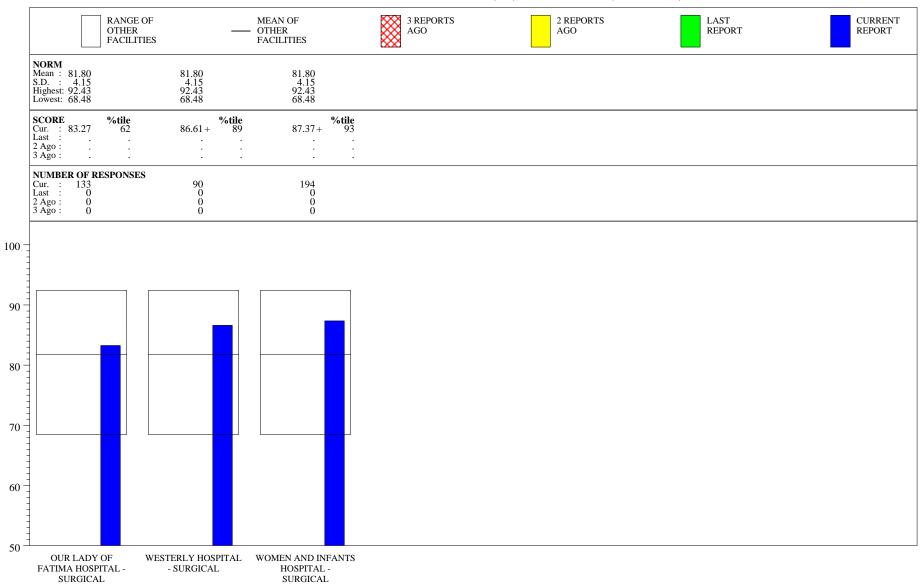
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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR COMFORT / CLEANLINESS SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

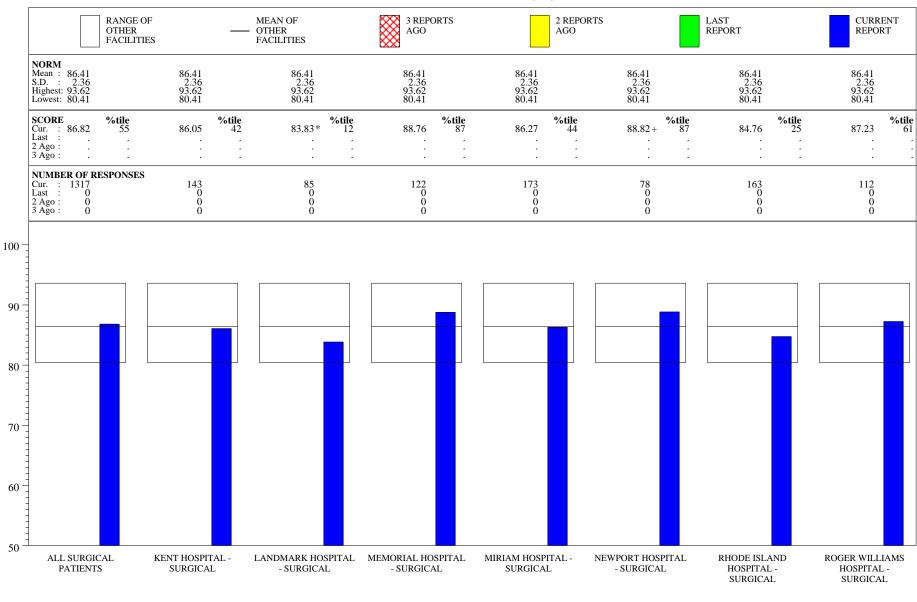
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

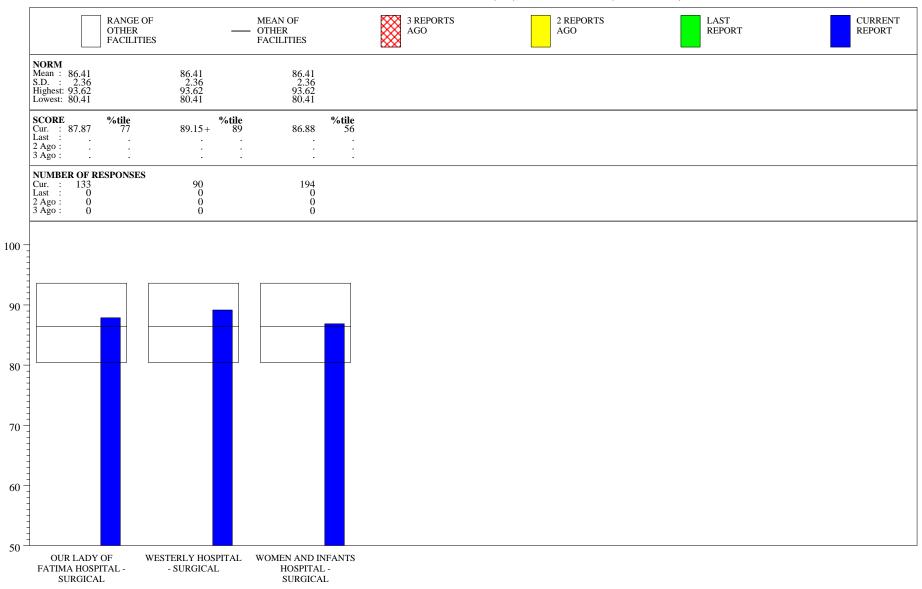
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

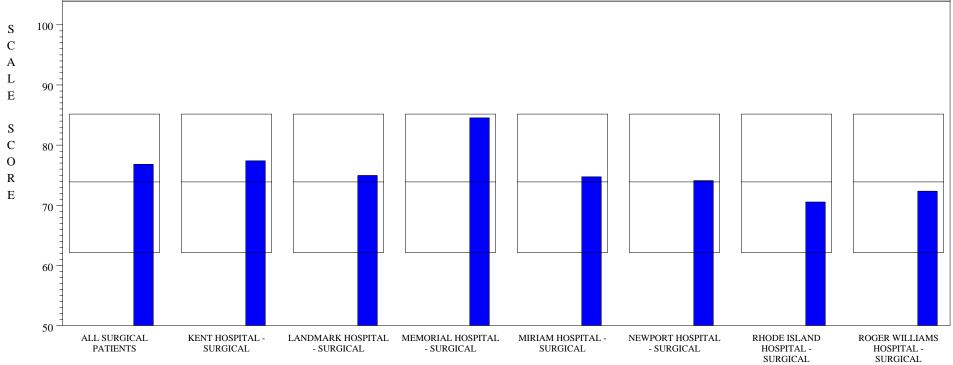
+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR FOOD SERVICE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM

RANGE OF OTHER FACILITIES		— MEA — OTHI FACI			3 REPOR' AGO	TS		2 REPORT AGO	rs		LAST REPORT		CURR REPOI	
NORM Mean: 73.91 S.D.: 4.30 Highest: 85.16 Lowest: 62.15	73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15		73.91 4.30 85.16 62.15	
SCORE %tile Cur. : 76.84 79 Last : 2 Ago :	77.38	%tile 83	74.94	%tile 57	84.54++	%tile 100	74.73	%tile 55 	74.09	%tile 47	70.53	%tile 18 :	72.35	%tile 31
NUMBER OF RESPONSES Cur. : 1317 Last : 0 2 Ago : 0 3 Ago : 0	143 0 0 0		85 0 0 0		122 0 0 0		173 0 0 0		78 0 0 0		163 0 0 0		112 0 0 0	



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

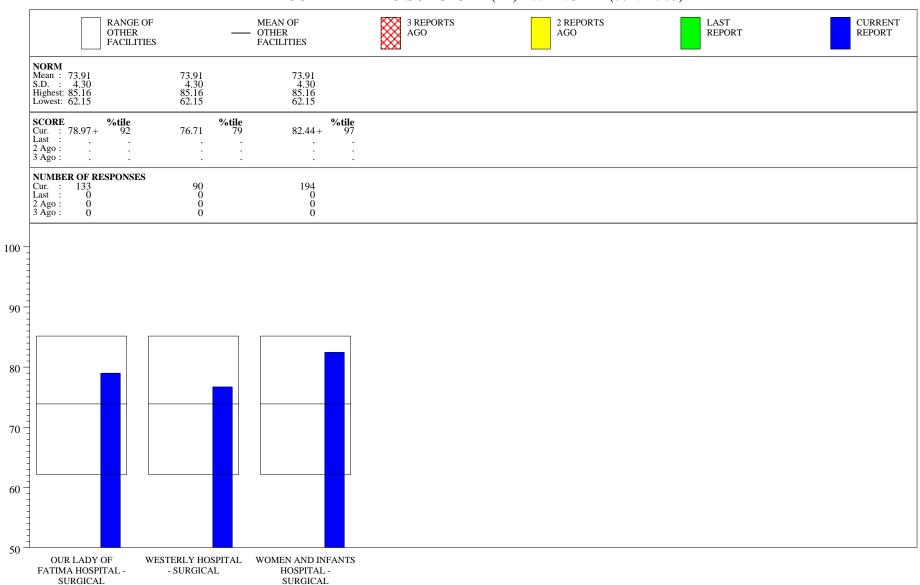
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR FOOD SERVICE SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

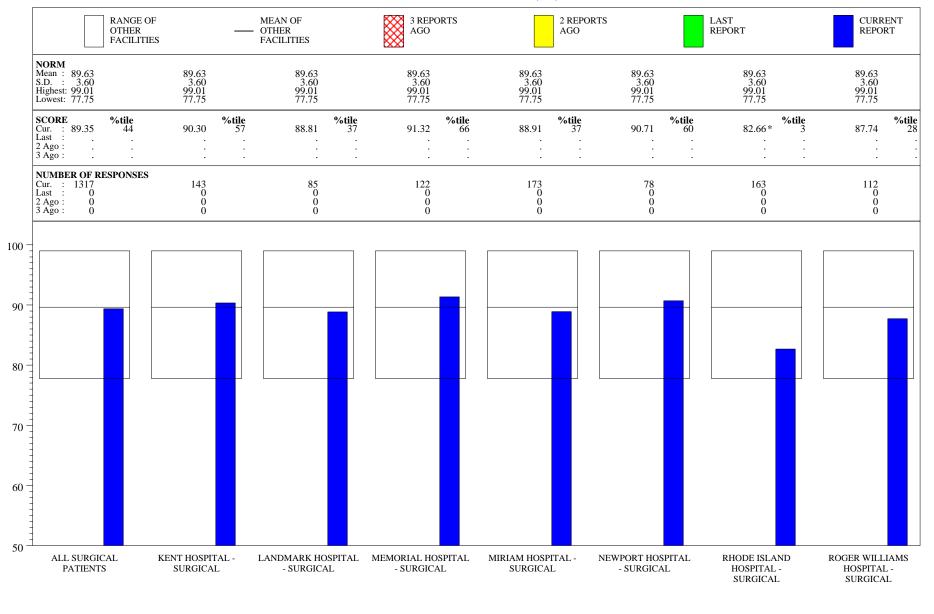
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR ADMITTING SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

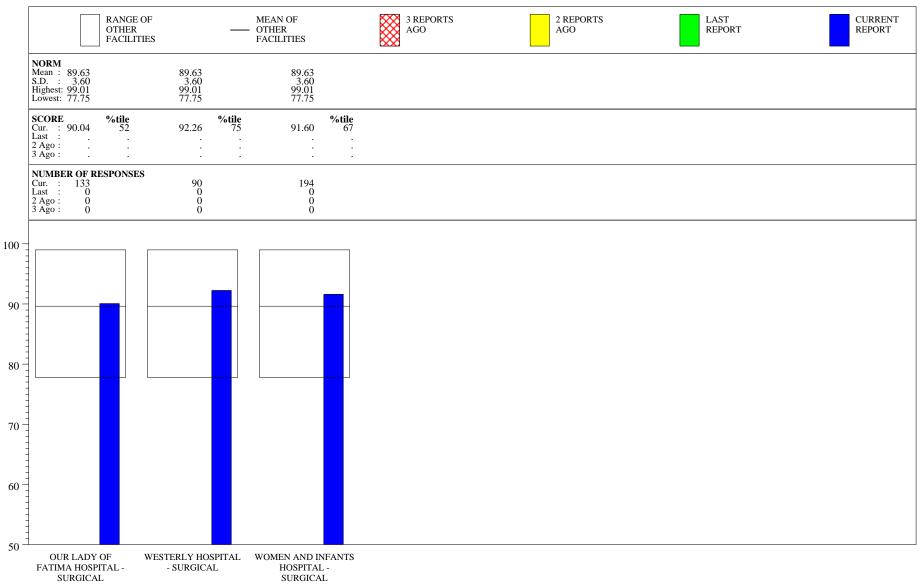
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR ADMITTING SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

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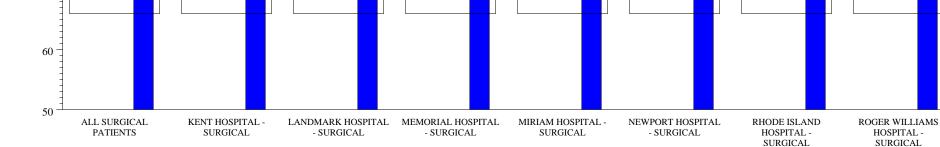
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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PATIENT EDUCATION SUBSCALE

RANG OTHER FACIL	₹	— o	IEAN OF THER ACILITIES		3 REPO AGO	ORTS		2 REPORT AGO	S		LAST REPORT		CURR REPOI	
NORM Mean: 78.64 S.D.: 5.37 Highest: 92.08 Lowest: 65.96	78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96		78.64 5.37 92.08 65.96	
SCORE %tile Cur. : 78.72 50 Last :	78.12	%tile 49	73.84	%tile 18	82.48	%tile 78	75.96	%tile 30	82.07	%tile 73	77.92 :	%tile 48	76.96	%til 4
NUMBER OF RESPONS Cur. : 1317 Last : 0 2 Ago : 0 3 Ago : 0	143 0 0 0		85 0 0 0		122 0 0 0		173 0 0 0		78 0 0 0		163 0 0 0		112 0 0 0	



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean) *Below Average (1 Std Dev Below Mean)

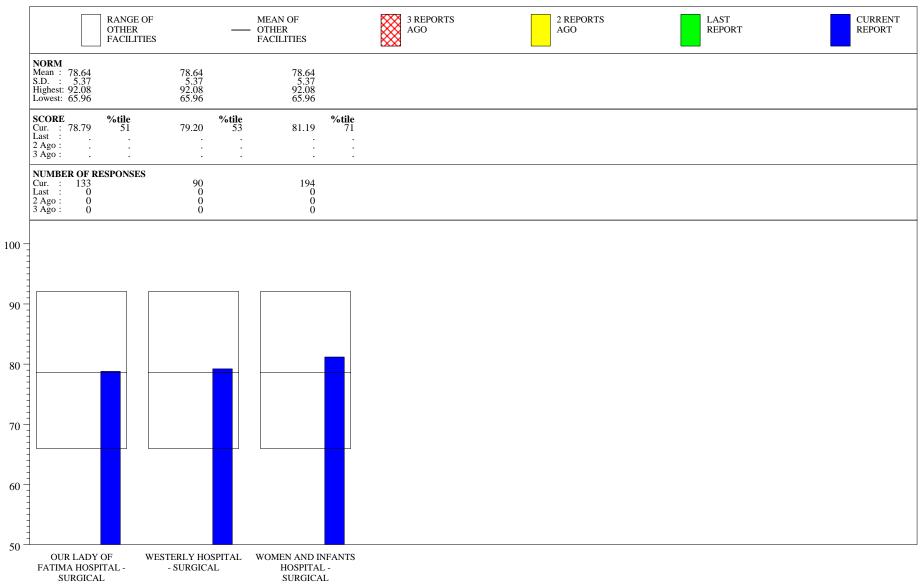
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PATIENT EDUCATION SUBSCALE COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

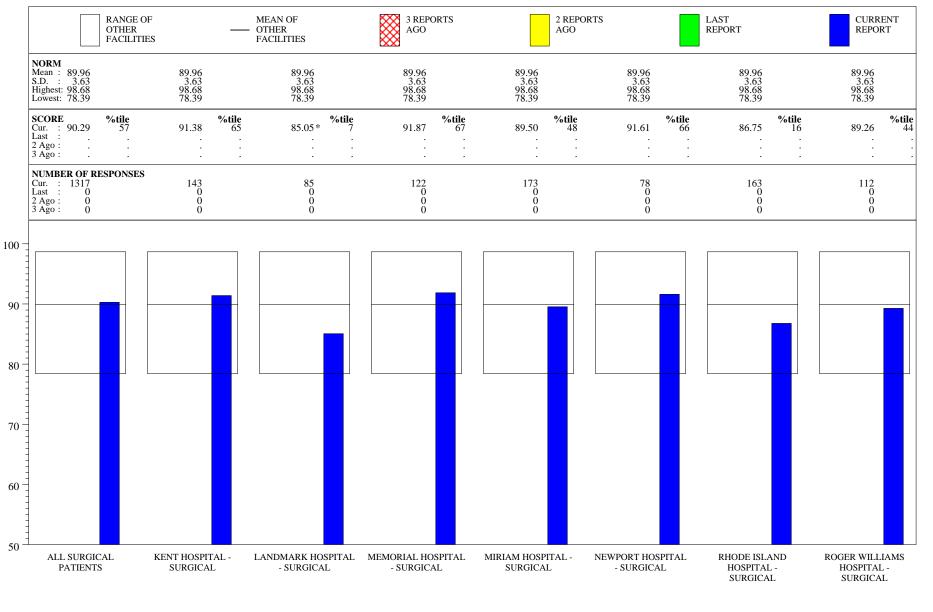
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL) COMPARED TO SURGICAL (RI) 2001 NORM



⁺Above Average (1 Std Dev Above Mean)

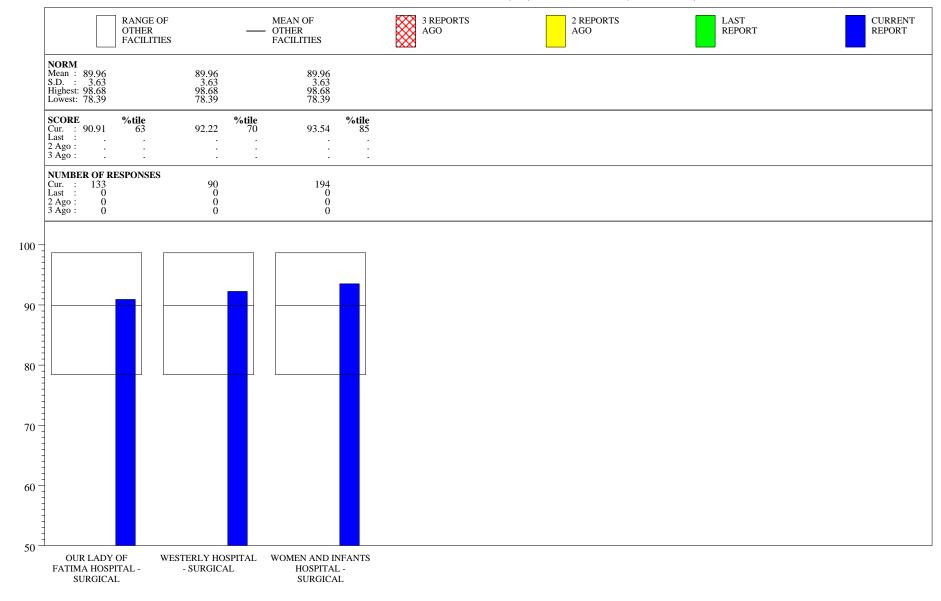
⁺⁺Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (SURGICAL) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL) COMPARED TO SURGICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

ADMINISTRATIVE SUMMARY (SURGICAL) TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5)

#	QUESTION	RESPONSE CATEGORY	NORM	ALL SURGICAL PATIENTS	KENT HOSPITAL - SURGICAL	LANDMARK HOSPITAL - SURGICAL	MEMORIAL HOSPITAL - SURGICAL	MIRIAM HOSPITAL - SURGICAL	NEWPORT HOSPITAL - SURGICAL	RHODE ISL- AND HOSPI- TAL
1	Length of last hospital stay?	UNDER 5 DAYS 5 - 7 DAYS OVER 7 DAYS # of Responses	60% 24% 16%	74% 16% 10% n=1317	75% 18% 7% n=143	80% 15% 5% n=85	75% 12% 12% n=122	71% 17% 13% n=173	74% 15% 10% n=78	55% 25% 20% n=163
2	Age	15 AND UNDER 16 - 35 36 - 64 OVER 64 # of Responses	2% 10% 45% 44%	0% 9% 52% 39% n=1314	0% 12% 36% 52% n=143	0% 10% 61% 30% n=84	0% 11% 44% 44% n=122	0% 6% 53% 41% n=172	0% 8% 49% 44% n=78	0% 12% 47% 40% n=163
3	Gender	MALE FEMALE # of Responses	41% 59%	38% 62% n=1317	41% 59% n=143	34% 66% n=85	47% 53% n=122	52% 48% n=173	41% 59% n=78	54% 46% n=163
4	PRIMARY COVERAGE	BLUE CROSS MANAGED MEDICAID MEDICARE MANAGED MEDICARI HMO COMMERCIAL CHAMPUS SELF-PAY OTHER GOVERNMEN' WORKER COMPENSA # of Responses	.% .% E .% .% .% .%	33% 2% 2% 21% 15% 13% 8% 1% 3% 0% 2% n=1315	20% 2% 1% 24% 28% 11% 5% 0% 3% 1% 4% n=143	41% 1% 2% 0% 16% 20% 8% 0% 5% 1% 5% n=85	24% 2% 4% 30% 11% 19% 7% 0% 3% 0% 2% n=122	33% 1% 2% 21% 20% 16% 2% 0% 4% 0% 1% n=172	24% 5% 0% 33% 3% 15% 4% 6% 9% 0% 0% n=78	34% 1% 1% 23% 18% 13% 4% 1% 5% 0% 1% n=163
5	What is your primary insurance coverage?	TRADITIONAL INSUR MEDICARE MEDICAID PRIVATE PAY PPO HMO OTHER # of Responses	24% 34% 5% 2% 7% 14% 14%	41% 37% 4% 3% 0% 13% 2% n=1315	25% 52% 3% 3% 0% 11% 5% n=143	49% 16% 4% 5% 0% 20% 6% n=85	30% 40% 6% 3% 0% 19% 2% n=122	35% 41% 3% 4% 0% 16% 1% n=172	28% 36% 5% 9% 0% 15% 6% n=78	38% 41% 1% 5% 0% 13% 2% n=163

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (SURGICAL)

TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5) (continued)

				ROGER WILL-	OUR LADY	WESTERLY	WOMEN AND
1		RESPONSE		IAMS HOSPI-	OF FATIMA	HOSPITAL -	INFANTS
#	QUESTION	CATEGORY	NORM	TAL	HOSPITAL -	SURGICAL	HOSPITAL -
		1010ED 5 D 1110	5001	710	5 407	0201	
1	Length of last hospital	UNDER 5 DAYS	60%	71%	74%	82%	86%
	stay?	5 - 7 DAYS	24%	18%	16%	11%	11%
1		OVER 7 DAYS	16%	11%	11%	7%	3%
		# of Responses		n=112	n=133	n=90	n=194
2	Age	15 AND UNDER	2%	0%	0%	0%	0%
1	"	16 - 35	10%	9%	8%	11%	6%
		36 - 64	45%	47%	54%	48%	74%
		OVER 64	44%	44%	38%	41%	20%
		# of Responses		n=111	n=133	n=90	n=194
	[
3	Gender	MALE	41%	42%	47%	31%	0%
		FEMALE	59%	58%	53%	69%	100%
		# of Responses		n=112	n=133	n=90	n=194
4	PRIMARY COVERAGE	BLUE CROSS	.%	35%	32%	23%	53%
1		MANAGED MEDICAID	.%	1%	1%	1%	6%
		MEDICAID	.%	3%	0%	0%	2%
1		MEDICARE	.%	22%	20%	37%	14%
1		MANAGED MEDICARI	E .%	24%	20%	3%	2%
1		НМО	.%	10%	15%	0%	10%
1		COMMERCIAL	.%	4%	9%	32%	11%
1		CHAMPUS	.%	0%	0%	1%	1%
1		SELF-PAY	.%	0%	2%	2%	2%
1		OTHER GOVERNMEN		0%	0%	0%	0%
1		WORKER COMPENSA		2%	2%	0%	0%
		# of Responses		n=111	n=133	n=90	n=194
		·					
5	What is your primary	TRADITIONAL INSUR		39%	41%	56%	64%
1	insurance coverage?	MEDICARE	34%	46%	40%	40%	15%
1	1	MEDICAID	5%	4%	1%	1%	8%
1		PRIVATE PAY	2%	0%	2%	2%	2%
1		PPO	7%	0%	0%	0%	0%
1		НМО	14%	10%	15%	0%	10%
1		OTHER	14%	2%	2%	1%	1%
		# of Responses		n=111	n=133	n=90	n=194
						/ -	
	I.						

^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (SURGICAL)

TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7)

		RESPONSE		ALL SURGICAL	KENT HOSPITAL -	LANDMARK HOSPITAL -	MEMORIAL HOSPITAL -	MIRIAM HOSPITAL -	NEWPORT HOSPITAL -	RHODE ISL- AND HOSPI-
#	QUESTION	CATEGORY	NORM	PATIENTS	SURGICAL	SURGICAL	SURGICAL	SURGICAL	SURGICAL	TAL
1	Were you admitted through the emergency department?	YES NO # of Responses	39% 61%	30% 70% n=1228	25% 75% n=134	28% 72% n=79	32% 68% n=116	33% 67% n=159	53% 47% n=76	32% 68% n=153
2	Was this your first time at this hospital?	YES NO # of Responses	35% 65%	41% 59% n=1258	21% 79% n=139	27% 73% n=81	38% 62% n=116	55% 45% n=166	20% 80% n=76	49% 51% n=154
3	How many times hospitalized in past two years?	ONCE TWICE 3 TIMES 4 TIMES MORE THAN 4 # of Responses	59% 25% 9% 3% 4%	63% 25% 8% 2% 2% n=1202	57% 30% 10% 1% 2% n=135	53% 27% 9% 4% 7% n=74	64% 26% 6% 3% 1% n=114	65% 24% 6% 3% 1% n=157	73% 14% 10% 3% 0% n=71	69% 21% 6% 1% 3% n=151
4	Health before this visit	EXCELLENT GOOD FAIR/POOR/VP # of Responses	22% 49% 29%	26% 53% 21% n=1267	22% 58% 20% n=135	19% 56% 25% n=80	24% 58% 18% n=117	22% 48% 30% n=168	28% 51% 21% n=76	29% 53% 18% n=155
5	What is the highest grade or level of education that you have completed?	8th Grade or Less Some High School High School Graduate Some College College Graduate Graduate Study # of Responses	6% 12% 36% 22% 12% 12%	6% 13% 34% 27% 9% 12% n=1291	7% 11% 34% 30% 7% 10% n=135	9% 15% 32% 29% 7% 7% n=85	10% 15% 35% 22% 10% 8% n=120	7% 13% 40% 20% 6% 14% n=168	3% 9% 36% 25% 6% 21% n=77	6% 10% 28% 32% 10% 14% n=162
6	What is your race?	ASIAN WHITE BLACK NATIVE HAWAIIAN AMERICAN INDIAN # of Responses	1% 96% 2% 0% 0%	1% 96% 2% 0% 0% n=1257	1% 97% 1% 1% 0% n=135	1% 99% 0% 0% 0% n=82	2% 94% 4% 0% 0% n=113	1% 96% 2% 1% 1% n=166	1% 97% 1% 0% 0% n=76	2% 96% 2% 0% 0% n=158
7	Are you of Hispanic or Latino origin or descent:	HISPANIC NOT HISPANIC # of Responses	3% 97%	4% 96% n=910	3% 97% n=105	4% 96% n=50	11% 89% n=83	3% 97% n=119	0% 100% n=57	3% 97% n=120

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (SURGICAL)

TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7) (continued)

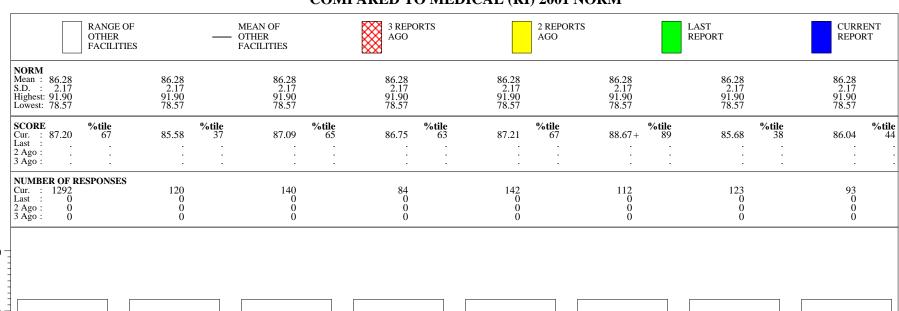
#	QUESTION	RESPONSE CATEGORY	NORM	ROGER WILL- IAMS HOSPI- TAL	OUR LADY OF FATIMA HOSPITAL -	WESTERLY HOSPITAL - SURGICAL	WOMEN AND INFANTS HOSPITAL -
1	Were you admitted through the emergency department?	YES NO # of Responses	39% 61%	40% 60% n=103	37% 63% n=123	30% 70% n=88	7% 93% n=175
2	Was this your first time at this hospital?	YES NO # of Responses	35% 65%	49% 51% n=107	48% 52% n=125	20% 80% n=88	58% 42% n=182
3	How many times hospitalized in past two years?	ONCE TWICE 3 TIMES 4 TIMES MORE THAN 4 # of Responses	59% 25% 9% 3% 4%	60% 28% 7% 2% 4% n=104	56% 34% 6% 2% 3% n=120	51% 26% 15% 2% 5% n=84	76% 17% 5% 1% 2% n=172
4	Health before this visit	EXCELLENT GOOD FAIR/POOR/VP # of Responses	22% 49% 29%	21% 48% 32% n=107	24% 54% 22% n=129	30% 47% 22% n=89	35% 54% 11% n=188
5	What is the highest grade or level of education that you have completed?	8th Grade or Less Some High School High School Graduate Some College College Graduate Graduate Study # of Responses	6% 12% 36% 22% 12% 12%	6% 16% 33% 26% 9% 11% n=109	9% 17% 31% 24% 11% 8% n=131	1% 10% 38% 26% 7% 18% n=89	2% 11% 31% 33% 11% 12% n=191
6	What is your race?	ASIAN WHITE BLACK NATIVE HAWAIIAN AMERICAN INDIAN # of Responses	1% 96% 2% 0% 0%	0% 96% 3% 0% 1% n=108	0% 98% 1% 1% 0% n=122	1% 98% 0% 0% 1% n=88	2% 92% 6% 0% 1% n=185
7	Are you of Hispanic or Latino origin or descent:	HISPANIC NOT HISPANIC # of Responses	3% 97%	3% 97% n=70	4% 96% n=76	3% 97% n=69	8% 92% n=146

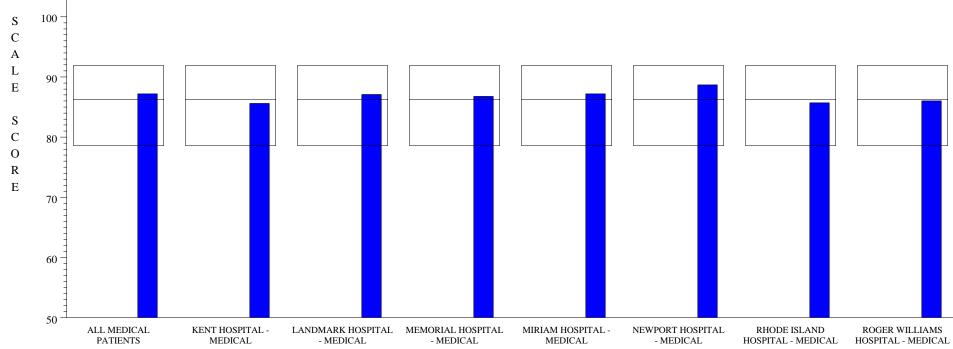
^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR COMPOSITE QUALITY SCALE COMPARED TO MEDICAL (RI) 2001 NORM





Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

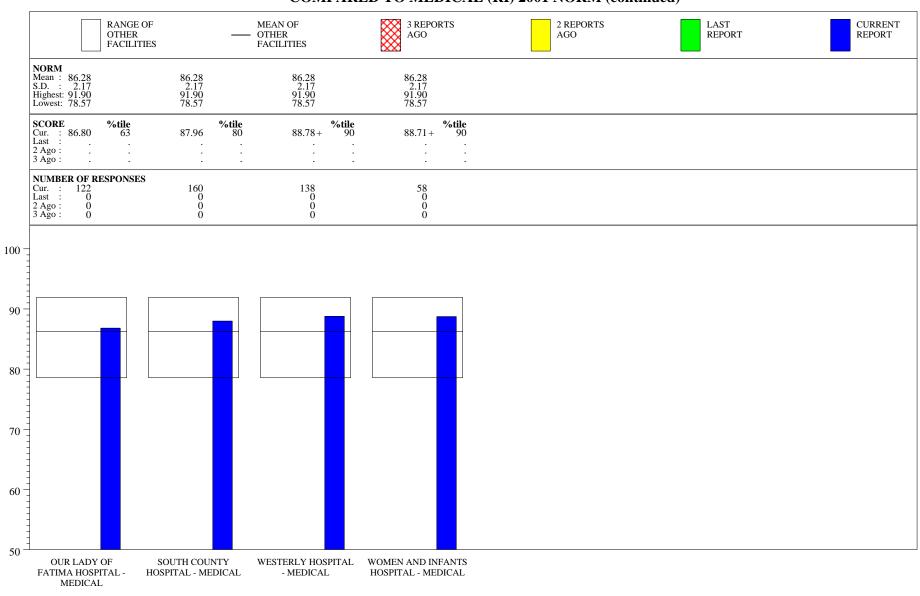
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR COMPOSITE QUALITY SCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

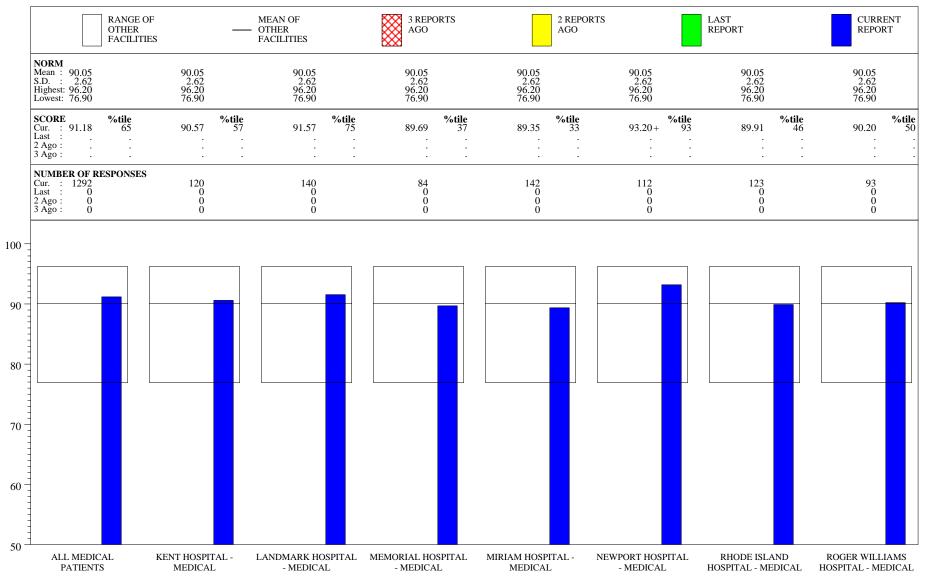
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR NURSING CARE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

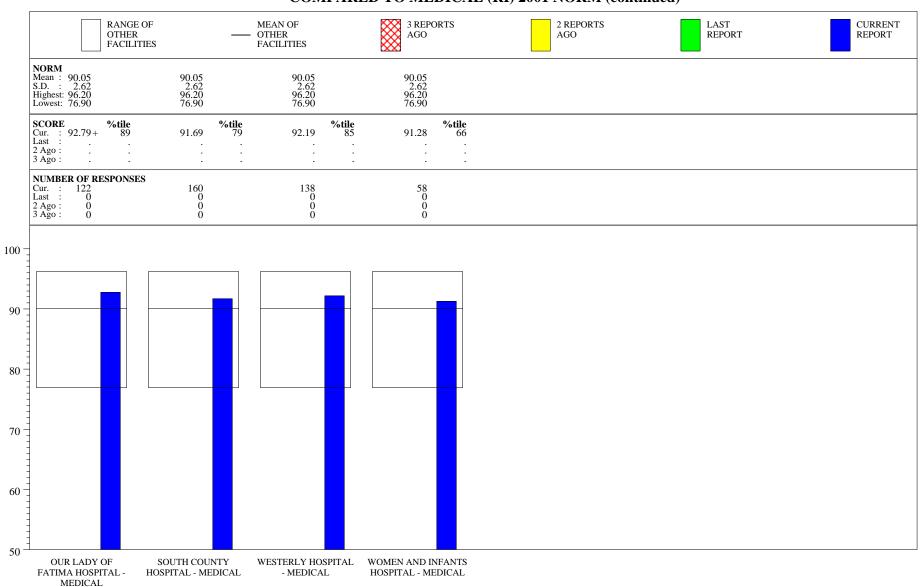
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR NURSING CARE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

++Well Above Average (2+ Std Devs Above Mean)
**Well Below Average (2+ Std Devs Below Mean)

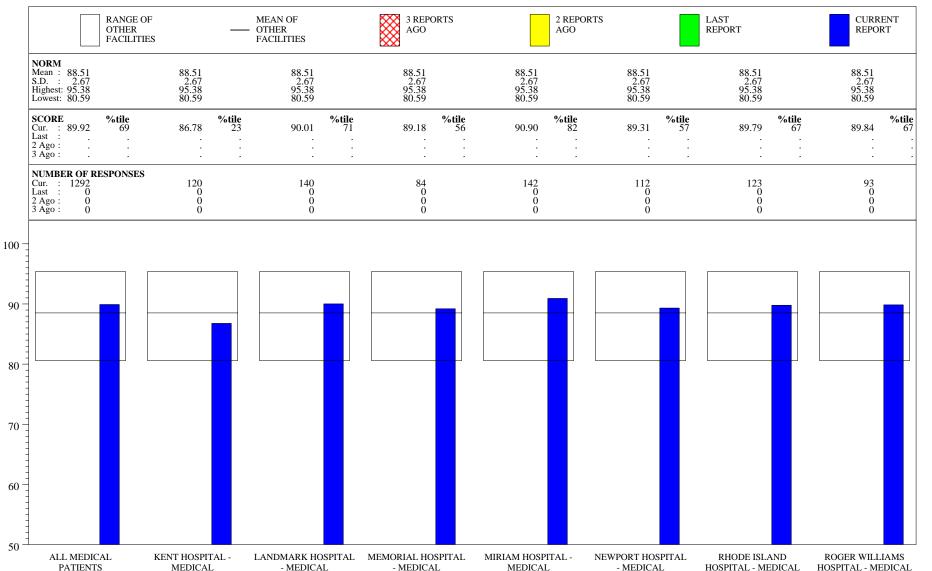
*Below Average (1 Std Dev Below Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PHYSICIAN CARE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

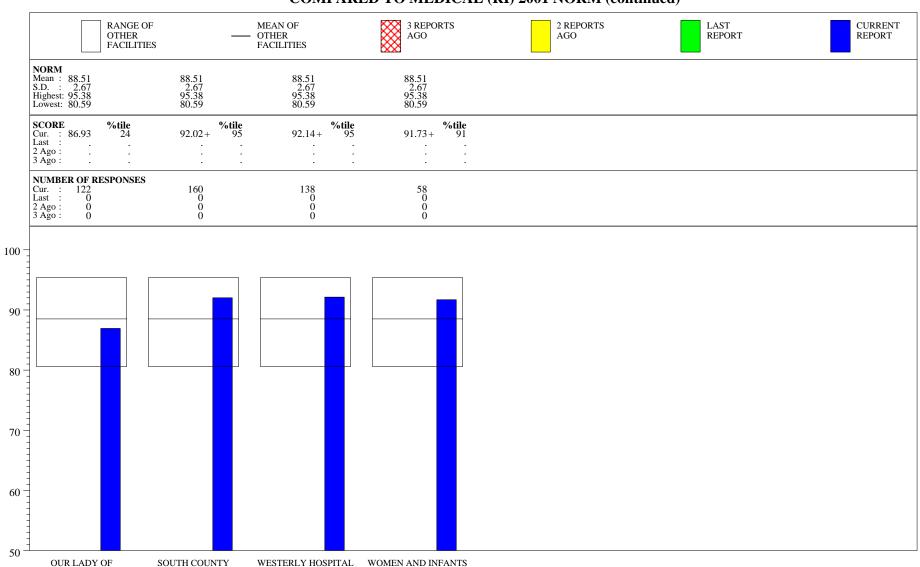
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PHYSICIAN CARE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

HOSPITAL - MEDICAL

FATIMA HOSPITAL -

MEDICAL

+Above Average (1 Std Dev Above Mean)

- MEDICAL

++Well Above Average (2+ Std Devs Above Mean)

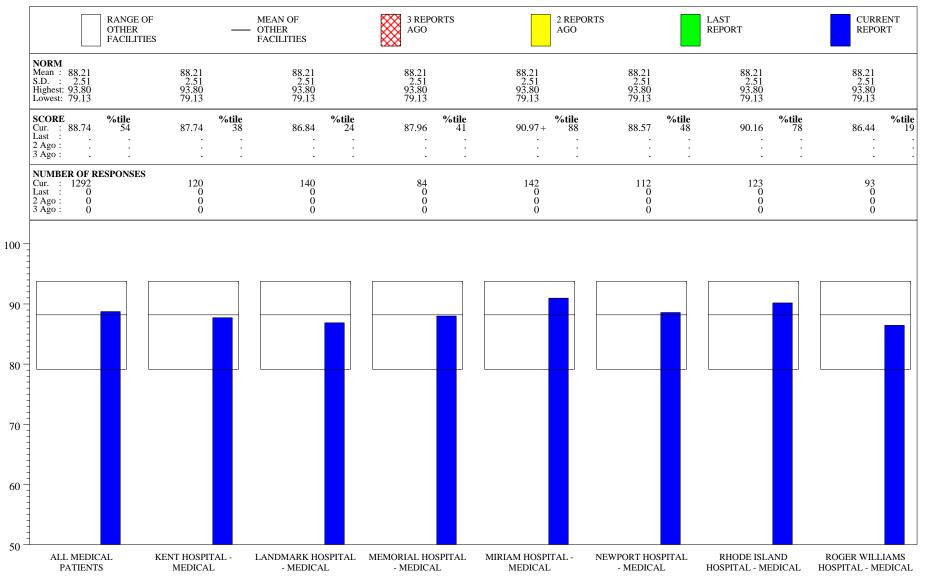
HOSPITAL - MEDICAL

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

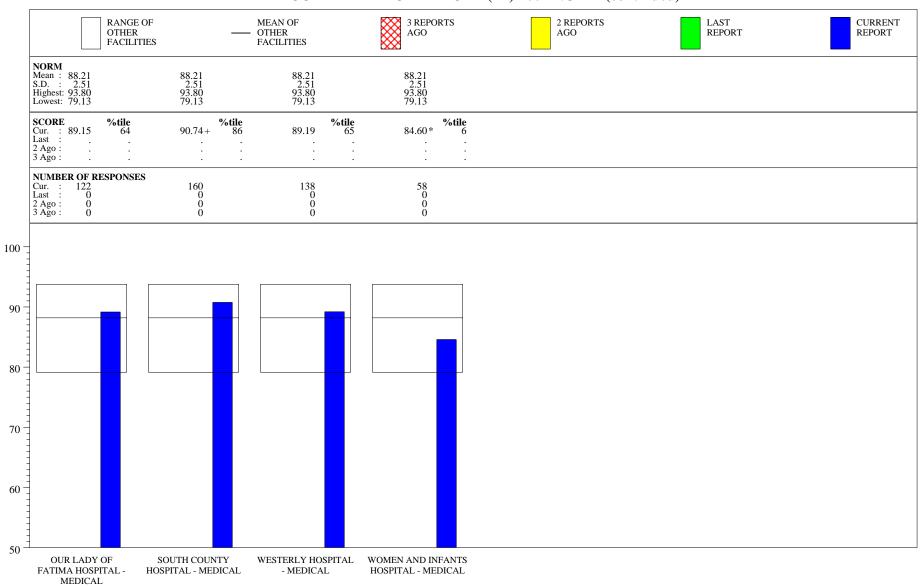
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

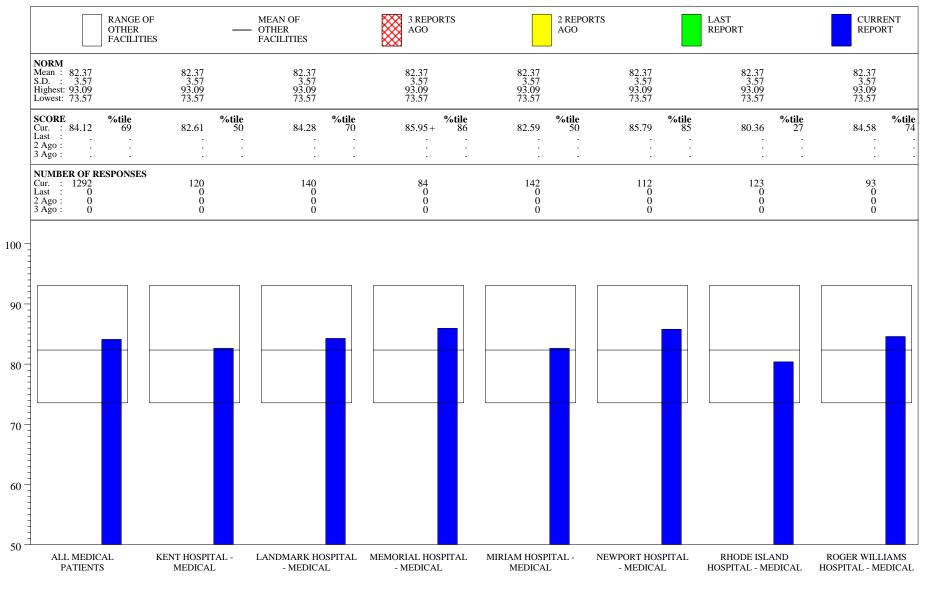
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR COMFORT / CLEANLINESS SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

100

90

80

70

60

50

OUR LADY OF

FATIMA HOSPITAL -

MEDICAL

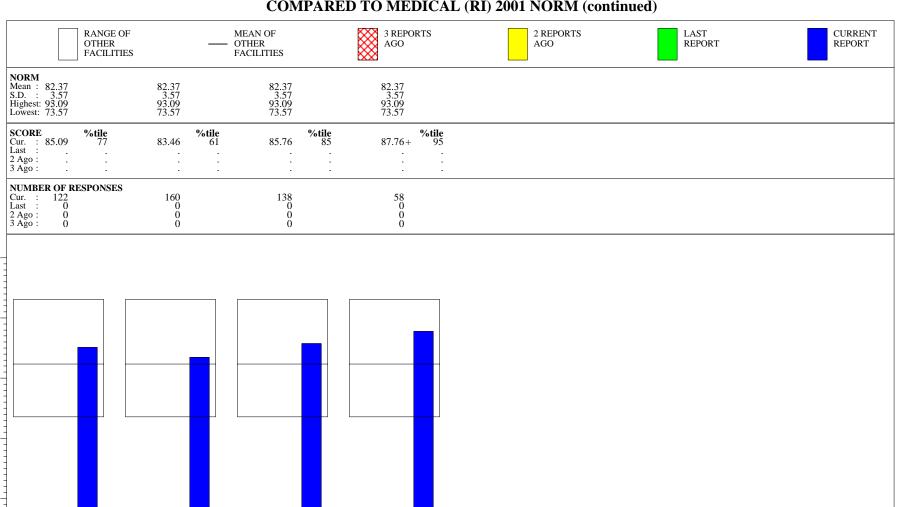
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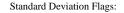
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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR COMFORT / CLEANLINESS SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)





SOUTH COUNTY

HOSPITAL - MEDICAL

WESTERLY HOSPITAL

- MEDICAL

WOMEN AND INFANTS

HOSPITAL - MEDICAL

⁺Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

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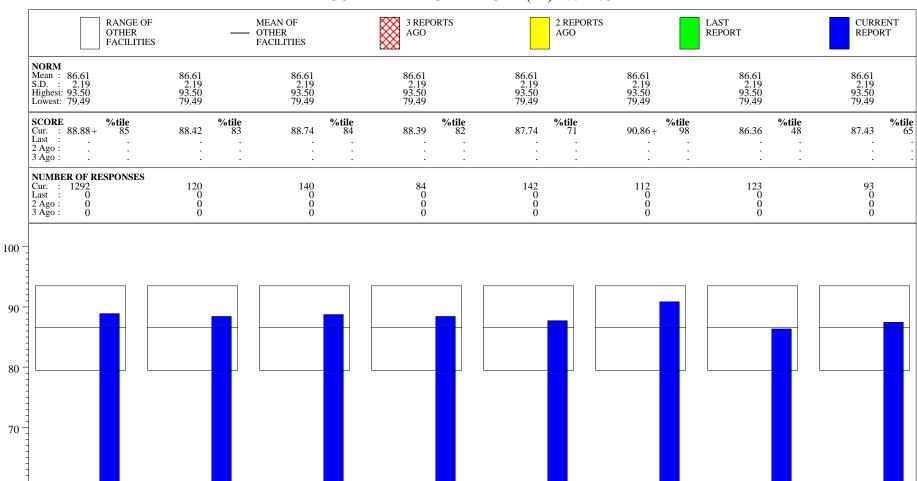
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ALL MEDICAL

PATIENTS

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

KENT HOSPITAL -

MEDICAL

+Above Average (1 Std Dev Above Mean)

LANDMARK HOSPITAL MEMORIAL HOSPITAL

- MEDICAL

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

NEWPORT HOSPITAL

- MEDICAL

RHODE ISLAND

HOSPITAL - MEDICAL

MIRIAM HOSPITAL -

MEDICAL

**Well Below Average (2+ Std Devs Below Mean)

- MEDICAL

ROGER WILLIAMS

HOSPITAL - MEDICAL

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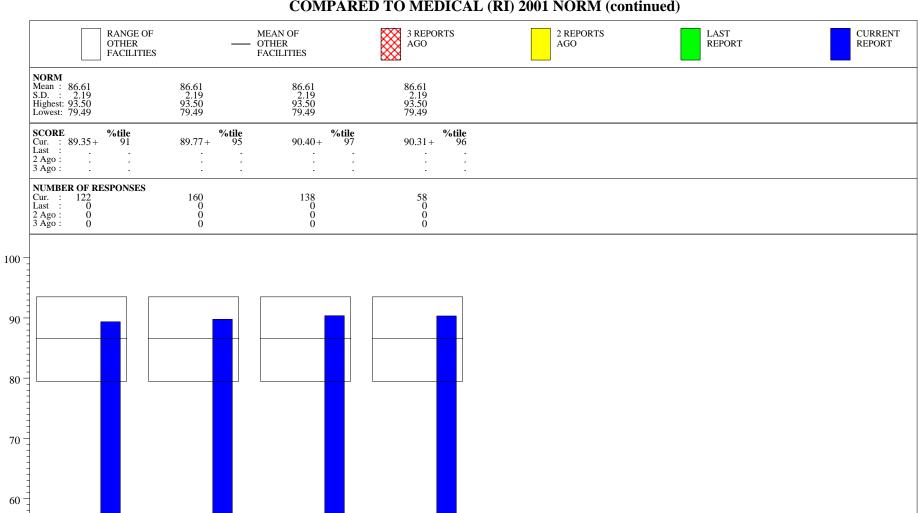
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OUR LADY OF

FATIMA HOSPITAL -

MEDICAL

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

SOUTH COUNTY

HOSPITAL - MEDICAL

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

WESTERLY HOSPITAL

- MEDICAL

++Well Above Average (2+ Std Devs Above Mean)

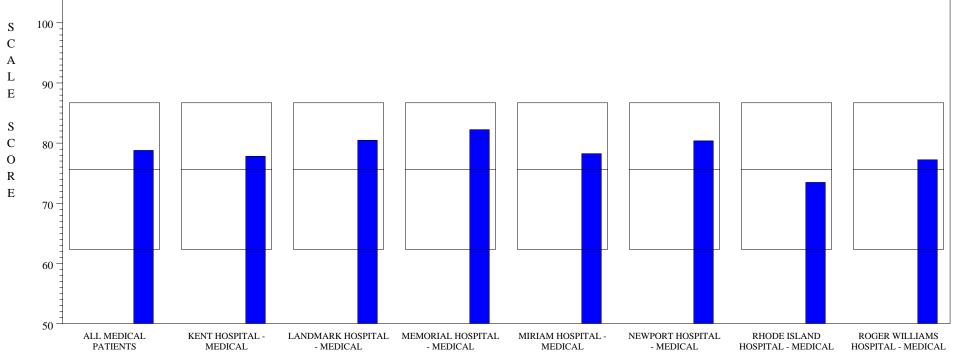
**Well Below Average (2+ Std Devs Below Mean)

WOMEN AND INFANTS

HOSPITAL - MEDICAL

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR FOOD SERVICE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM

RANGE OF OTHER FACILITIES	-	MEAN OF OTHER FACILITIES	3 REPORTS AGO	2 REPORTAGO		LAST REPORT	CURRENT REPORT
NORM Mean: 75.61 S.D.: 4.24 Highest: 86.73 Lowest: 62.34	75.61 4.24 86.73 62.34						
SCORE %tile Cur. : 78.78 81 Last : 2 Ago :	77.81 %ti	le %t 14 80.49+	ile 88 82.26+ %tile 95	78.27 77	80.36+ %tile 80.36+ 88	73.48 %tile 73.48 27	77.22 %tile
NUMBER OF RESPONSES Cur. : 1292 Last : 0 2 Ago : 0 3 Ago : 0	120 0 0 0	140 0 0 0	84 0 0 0	142 0 0 0	112 0 0 0	123 0 0 0	93 0 0 0



Standard Deviation Flags:

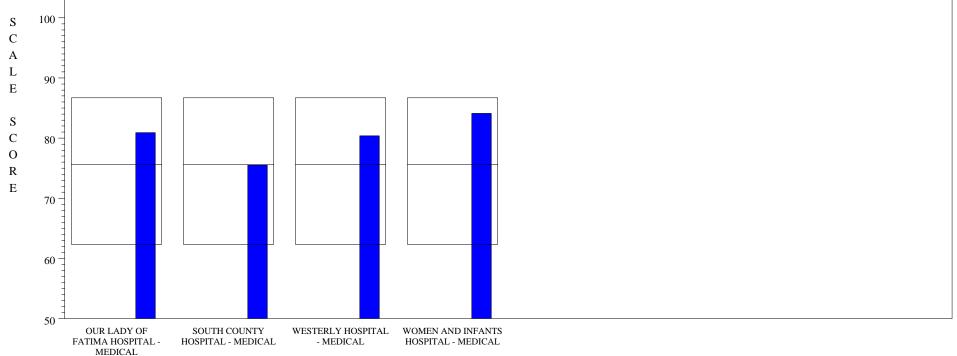
+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR FOOD SERVICE SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)

					·	
RANGE OF OTHER FACILITIES	_	MEAN OF OTHER FACILITIES	3 REPORTS AGO	2 REPORTS AGO	LAST REPORT	CURRENT REPORT
NORM Mean: 75.61 S.D.: 4.24 Highest: 86.73 Lowest: 62.34	75.61 4.24 86.73 62.34	75.61 4.24 86.73 62.34	75.61 4.24 86.73 62.34			
SCORE %tile Cur.: 80.91+ 91 Last:	75.54 %tile 75.54 50	80.38+ %tile 80.38+ 88	84.12++ %tile 84.12++ 98			
NUMBER OF RESPONSES Cur.: 122 Last: 0 2 Ago: 0 3 Ago: 0	160 0 0 0	138 0 0 0	58 0 0 0			



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

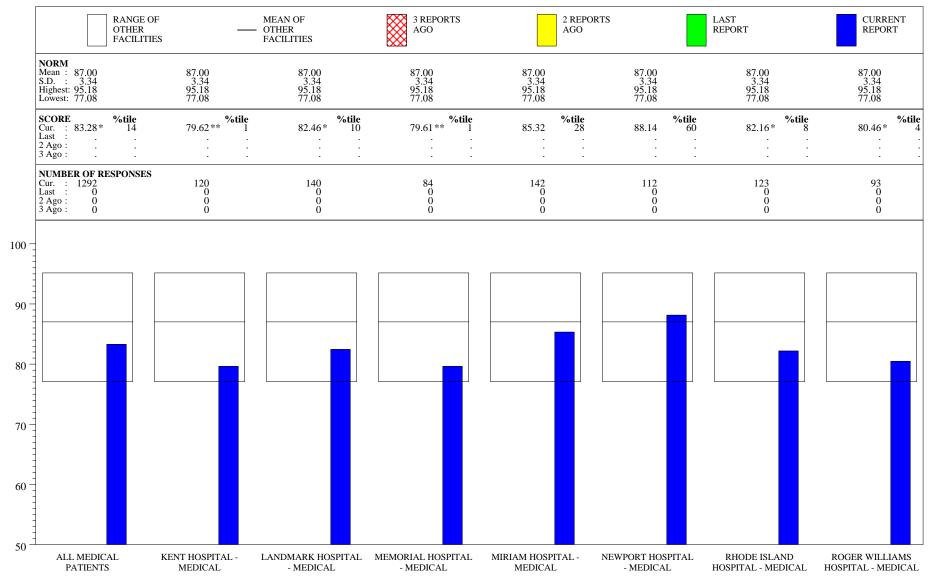
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR ADMITTING SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

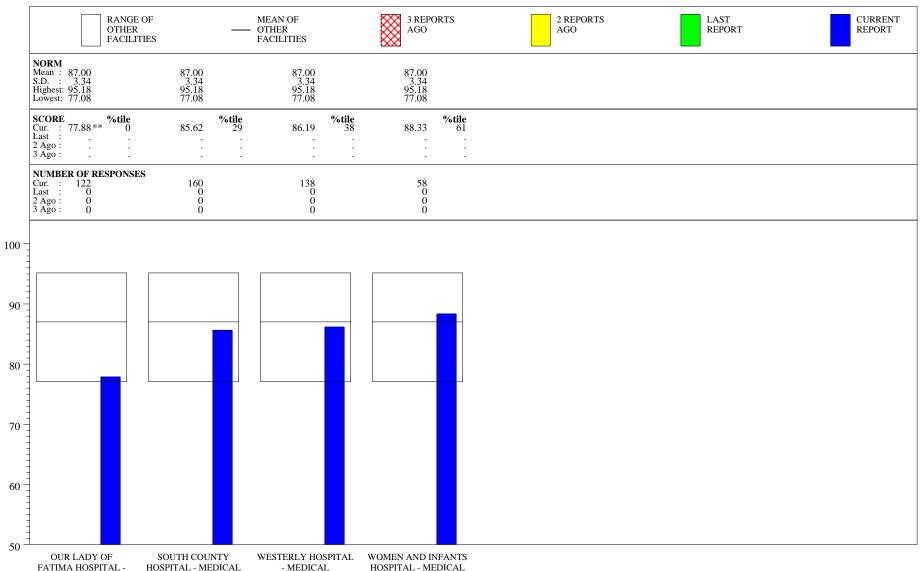
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR ADMITTING SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

MEDICAL

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

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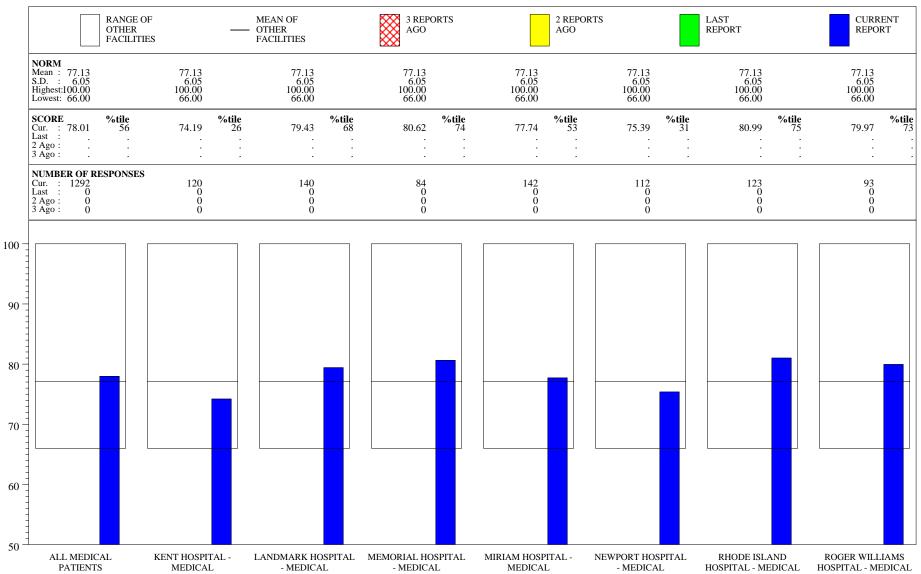
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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PATIENT EDUCATION SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

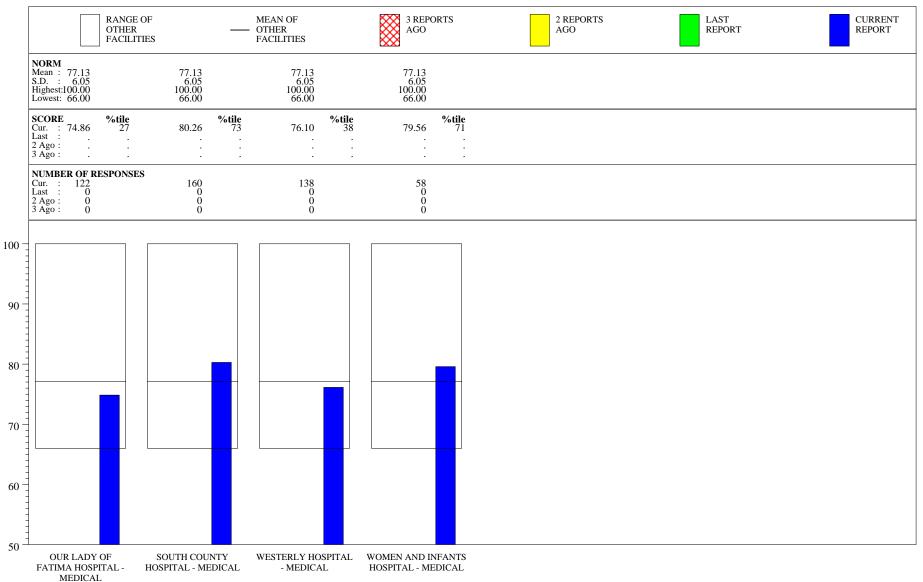
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GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PATIENT EDUCATION SUBSCALE COMPARED TO MEDICAL (RI) 2001 NORM (continued)

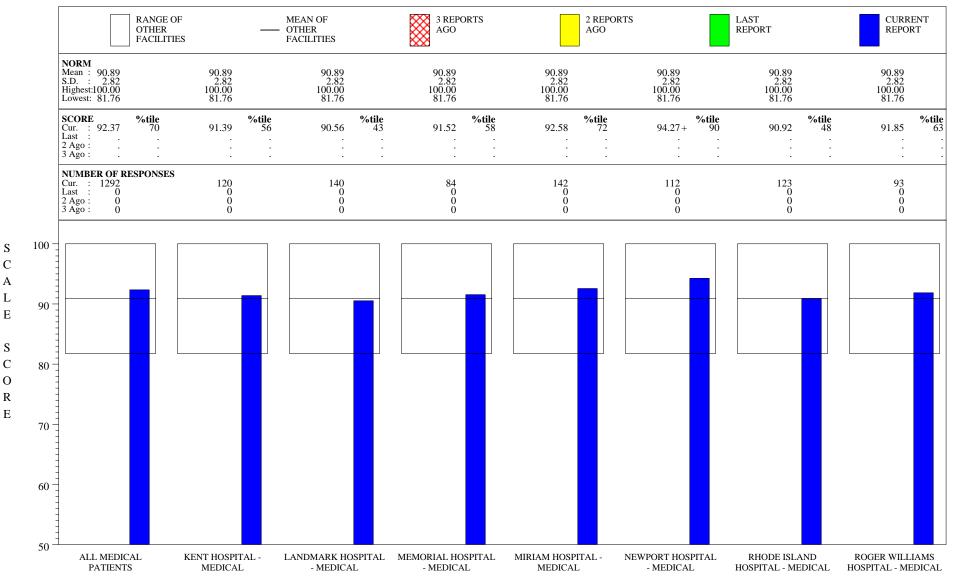


Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL) COMPARED TO MEDICAL (RI) 2001 NORM

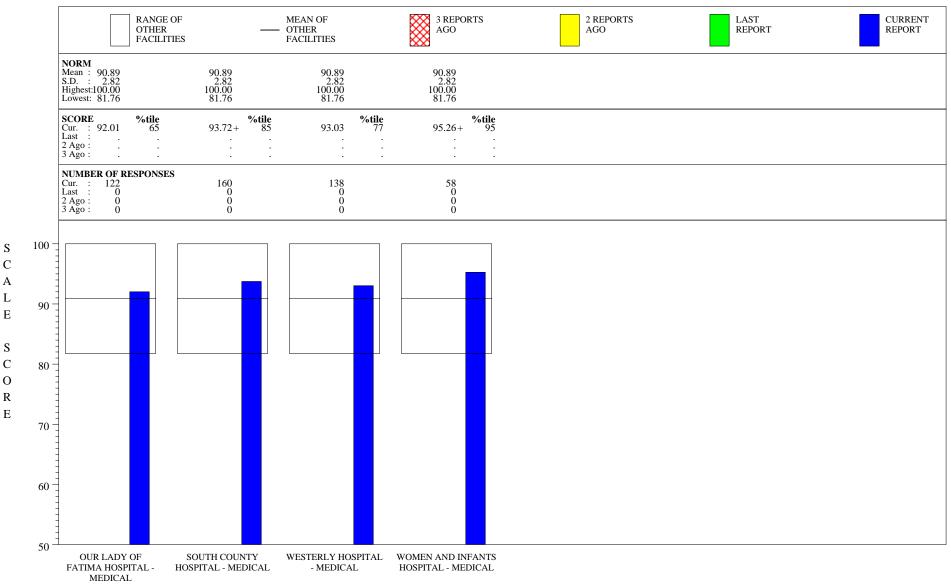


Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (MEDICAL) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL) COMPARED TO MEDICAL (RI) 2001 NORM (continued)



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

ADMINISTRATIVE SUMMARY (MEDICAL)

TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5)

				ALL	KENT	LANDMARK	MEMORIAL	MIRIAM	NEWPORT	RHODE ISL-
l		RESPONSE		MEDICAL	HOSPITAL -	AND HOSPI-				
#	QUESTION	CATEGORY	NORM	PATIENTS	MEDICAL	MEDICAL	MEDICAL	MEDICAL	MEDICAL	TAL
1	Length of last hospital	UNDER 5 DAYS	57%	69%	37%	73%	65%	79%	72%	72%
	stay?	5 - 7 DAYS	26%	19%	33%	16%	18%	15%	20%	18%
	'	OVER 7 DAYS	17%	13%	30%	11%	17%	6%	8%	11%
		# of Responses		n=1292	n=120	n=140	n=84	n=142	n=112	n=123
2	Age	15 AND UNDER	1%	0%	0%	0%	0%	0%	0%	0%
		16 - 35	5%	4%	3%	2%	4%	2%	4%	2%
		36 - 64	32%	31%	33%	30%	29%	36%	29%	34%
		OVER 64	62%	65%	63%	68%	68%	62%	66%	63%
		# of Responses		n=1291	n=120	n=140	n=84	n=142	n=112	n=123
3	Gender	MALE	46%	46%	38%	46%	45%	57%	48%	58%
		FEMALE	54%	54%	62%	54%	55%	43%	52%	42%
		# of Responses		n=1292	n=120	n=140	n=84	n=142	n=112	n=123
4	PRIMARY COVERAGE	BLUE CROSS	.%	17%	14%	24%	13%	15%	16%	15%
		MANAGED MEDICAIL	.%	0%	0%	1%	0%	0%	0%	0%
		MEDICAID	.%	2%	4%	3%	2%	1%	1%	1%
		MEDICARE	.%	33%	37%	0%	50%	34%	58%	43%
		MANAGED MEDICAR		26%	29%	46%	23%	24%	9%	12%
		НМО	.%	9%	8%	16%	5%	7%	6%	13%
		COMMERCIAL	.%	7%	6%	5%	1%	4%	1%	1%
		CHAMPUS	.%	0%	0%	0%	1%	0%	3%	0%
		SELF-PAY	.%	5%	1%	4%	4%	15%	6%	15%
		OTHER GOVERNMEN		0%	1%	0%	0%	0%	0%	0%
		WORKER COMPENSA	Γ1.9%N	0%	0%	1%	1%	0%	0%	0%
		# of Responses		n=1290	n=120	n=140	n=84	n=141	n=111	n=123
5	What is your primary	TRADITIONAL INSUR	18%	24%	20%	29%	14%	18%	17%	16%
	insurance coverage?	MEDICARE	46%	60%	66%	46%	73%	58%	67%	55%
		MEDICAID	6%	2%	4%	4%	2%	1%	1%	1%
		PRIVATE PAY	1%	5%	1%	4%	4%	15%	6%	15%
1		PPO	5%	0%	0%	0%	0%	0%	0%	0%
		HMO	12%	9%	8%	16%	5%	7%	6%	13%
1		OTHER " . S.P.	11%	1%	1%	1%	2%	0%	3%	0%
		# of Responses		n=1290	n=120	n=140	n=84	n=141	n=111	n=123
	1			l	I		1			

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (MEDICAL)

TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5) (continued)

				ROGER WILL-	OUR LADY	SOUTH COU-	WESTERLY	WOMEN AND
		RESPONSE		IAMS HOSPI-	OF FATIMA	NTY HOSPI-	HOSPITAL -	INFANTS
#	QUESTION	CATEGORY	NORM	TAL	HOSPITAL -	TAL	MEDICAL	HOSPITAL -
1	Length of last hospital	UNDER 5 DAYS	57%	75%	72%	71%	69%	67%
1	stay?	5 - 7 DAYS	26%	15%	16%	17%	21%	16%
	stay:	OVER 7 DAYS	17%	10%	11%	13%	10%	17%
		# of Responses	1 / /0	n=93	n=122	n=160	n=138	n=58
		# 01 Kesponses		11–93	11-122	11-100	11-136	11–36
2	Age	15 AND UNDER	1%	0%	0%	0%	0%	0%
		16 - 35	5%	2%	5%	3%	3%	17%
		36 - 64	32%	27%	24%	29%	22%	62%
		OVER 64	62%	71%	71%	68%	75%	21%
		# of Responses		n=93	n=121	n=160	n=138	n=58
3	Gender	MALE	46%	54%	43%	39%	52%	0%
		FEMALE	54%	46%	57%	61%	48%	100%
		# of Responses		n=93	n=122	n=160	n=138	n=58
4	PRIMARY COVERAGE	BLUE CROSS	.%	12%	11%	17%	7%	59%
		MANAGED MEDICAIL	.%	0%	0%	0%	0%	5%
		MEDICAID	.%	3%	1%	3%	2%	0%
		MEDICARE	.%	35%	41%	0%	60%	19%
		MANAGED MEDICAR	Ξ.%	40%	30%	43%	15%	0%
		HMO	.%	5%	11%	16%	0%	3%
		COMMERCIAL	.%	3%	4%	20%	15%	12%
		CHAMPUS	.%	0%	1%	0%	0%	0%
		SELF-PAY	.%	1%	2%	1%	0%	2%
		OTHER GOVERNMEN	Γ.%	0%	0%	0%	0%	0%
		WORKER COMPENSA	ΓΙ. © έΝ	0%	1%	0%	0%	0%
		# of Responses		n=93	n=122	n=160	n=138	n=58
		·						
5	What is your primary	TRADITIONAL INSUR	18%	15%	15%	37%	22%	71%
	insurance coverage?	MEDICARE	46%	75%	70%	43%	75%	19%
		MEDICAID	6%	3%	1%	3%	2%	5%
1		PRIVATE PAY	1%	1%	2%	1%	0%	2%
1		PPO	5%	0%	0%	0%	0%	0%
1		HMO	12%	5%	11%	16%	0%	3%
1		OTHER	11%	0%	2%	0%	0%	0%
1		# of Responses		n=93	n=122	n=160	n=138	n=58
1								

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{*}Below Average (1 Std Dev Below Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (MEDICAL) TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7)

		RESPONSE		ALL MEDICAL	KENT HOSPITAL -	LANDMARK HOSPITAL -	MEMORIAL HOSPITAL -	MIRIAM HOSPITAL -	NEWPORT HOSPITAL -	RHODE ISL- AND HOSPI-
#	QUESTION	CATEGORY	NORM	PATIENTS	MEDICAL	MEDICAL	MEDICAL	MEDICAL	MEDICAL	TAL
1	Were you admitted through the emergency department?	YES NO	71% 29%	83% 17%	83% 17%	88% 12%	93% 7%	82% 18%	82% 18%	80% 20%
		# of Responses		n=1235	n=113	n=135	n=83	n=129	n=109	n=111
2	Was this your first time	YES	28%	25%	14%	15%	19%	37%	22%	35%
	at this hospital?	NO # of Responses	72%	75% n=1216	86% n=114	85% n=132	81% n=81	63% n=134	78% n=102	65% n=117
3	How many times hospital-	ONCE	46%	48%	36%	45%	40%	52%	64%	61%
	ized in past two years?	TWICE 3 TIMES	28% 13%	28% 13%	31% 17%	30% 14%	27% 17%	28% 11%	18% 13%	17% 11%
		4 TIMES	6%	5%	4%	5%	8%	4%	1%	6%
		MORE THAN 4	7%	7%	12%	6%	8%	6%	4%	6%
		# of Responses		n=1176	n=106	n=134	n=75	n=123	n=101	n=109
4	Health before this visit	EXCELLENT	12%	14%	11%	12%	18%	9%	19%	14%
		GOOD	40%	43%	39%	44%	25%	38%	48%	47%
		FAIR/POOR/VP # of Responses	47%	43% n=1202	50% n=114	45% n=128	57% n=79	52% n=130	33% n=110	40% n=116
5	What is the highest grade	8th Grade or Less	11%	12%	11%	20%	16%	13%	7%	9%
	or level of education	Some High School	16%	18%	17%	24%	23%	17%	14%	13%
	that you have completed?	High School Graduate	32%	32%	42%	33%	31%	31%	32%	33%
		Some College	22%	19%	17%	15%	14%	18%	16%	22%
		College Graduate	8% 10%	8% 11%	7% 6%	7% 1%	5% 10%	8% 13%	10% 21%	4% 18%
		Graduate Study # of Responses	10%	n=1244	n=115	n=137	n=77	n=134	n=109	n=119
6	What is your race?	ASIAN	2%	1%	0%	1%	1%	2%	2%	0%
		WHITE	96%	96%	99%	98%	95%	92%	93%	93%
		BLACK	2%	3%	0%	1%	3%	4%	4%	6%
		NATIVE HAWAIIAN	0%	0%	0%	0%	1%	1%	1%	0%
		AMERICAN INDIAN # of Responses	0%	1% n=1235	1% n=116	0% n=136	0% n=78	1% n=134	1% n=108	1% n=119
7	Are you of Hispanic or	HISPANIC	4%	2%	2%	0%	8%	2%	0%	4%
	Latino origin or descent:	NOT HISPANIC	96%	98%	98%	100%	92%	98%	100%	96%
		# of Responses		n=882	n=82	n=83	n=61	n=99	n=80	n=85

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (MEDICAL)

TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7) (continued)

				ROGER WILL-	OUR LADY	SOUTH COU-	WESTERLY	WOMEN AND
		RESPONSE		IAMS HOSPI-	OF FATIMA	NTY HOSPI-	HOSPITAL -	INFANTS
#	QUESTION	CATEGORY	NORM		HOSPITAL -	TAL	MEDICAL	HOSPITAL -
	1							
1	Were you admitted through	YES	71%	90%	93%	71%	83%	68%
	the emergency department?	NO	29%	10%	7%	29%	17%	32%
		# of Responses		n=91	n=120	n=157	n=134	n=53
2	Was this your first time	YES	28%	29%	30%	24%	13%	39%
	at this hospital?	NO	72%	71%	70%	76%	87%	61%
		# of Responses		n=84	n=117	n=153	n=126	n=56
3	How many times hospital-	ONCE	46%	34%	50%	51%	44%	36%
1	ized in past two years?	TWICE	28%	33%	31%	30%	31%	33%
	lized in past two years.	3 TIMES	13%	19%	9%	13%	12%	12%
		4 TIMES	6%	7%	4%	3%	6%	3%
		MORE THAN 4	7%	7%	6%	3%	7%	16%
		# of Responses	7 70	n=85	n=113	n=149	n=123	n=58
		# of Responses		11-63	11-113	11-149	11-123	11–36
4	Health before this visit	EXCELLENT	12%	9%	16%	16%	16%	20%
		GOOD	40%	31%	44%	51%	48%	44%
		FAIR/POOR/VP	47%	60%	40%	33%	37%	36%
		# of Responses		n=87	n=109	n=151	n=128	n=50
5	What is the highest grade	8th Grade or Less	11%	13%	12%	6%	13%	7%
١	or level of education	Some High School	16%	26%	17%	11%	22%	12%
	that you have completed?	High School Graduate	32%	34%	38%	27%	29%	23%
	that you have completed:	Some College	22%	15%	21%	26%	19%	37%
		College Graduate	8%	4%	7%	17%	10%	9%
		Graduate Study	10%	8%	6%	13%	8%	12%
		# of Responses	1070	n=89	n=117	n=157	n=133	n=57
		# 01 Responses		11-09	11-11/	11-137	11-133	11–37
6	What is your race?	ASIAN	2%	0%	1%	0%	0%	0%
ľ	What is your race.	WHITE	96%	92%	97%	99%	98%	93%
		BLACK	2%	3%	3%	1%	0%	7%
		NATIVE HAWAIIAN	0%	3%	0%	0%	0%	0%
		AMERICAN INDIAN	0%	1%	0%	1%	2%	0%
1		# of Responses	0 /0	n=88	n=115	n=155	n=131	n=55
		π of Kesponses		11=00	11=113	11=133	11=151	11=33
7	Are you of Hispanic or	HISPANIC	4%	5%	1%	1%	0%	9%
1	Latino origin or descent:	NOT HISPANIC	96%	95%	99%	99%	100%	91%
1	Latino origin or descent.	# of Responses	7070	n=65	n=72	n=122	n=86	n=47
1		" of Responses		11-03	11-72	11-122	11-00	11—7 /

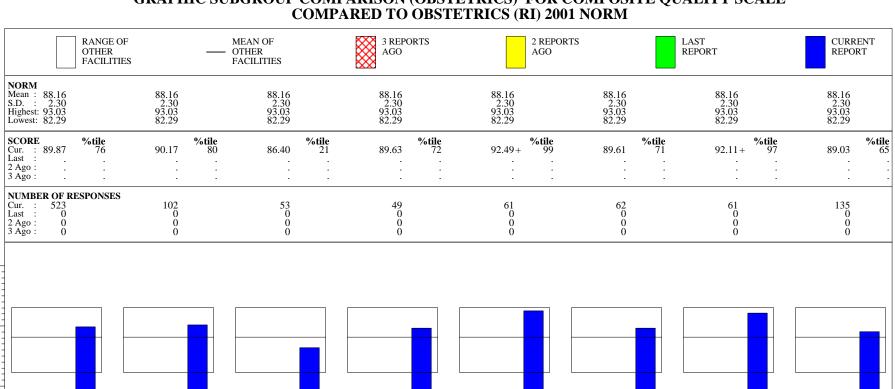
Standard Deviation Flags:

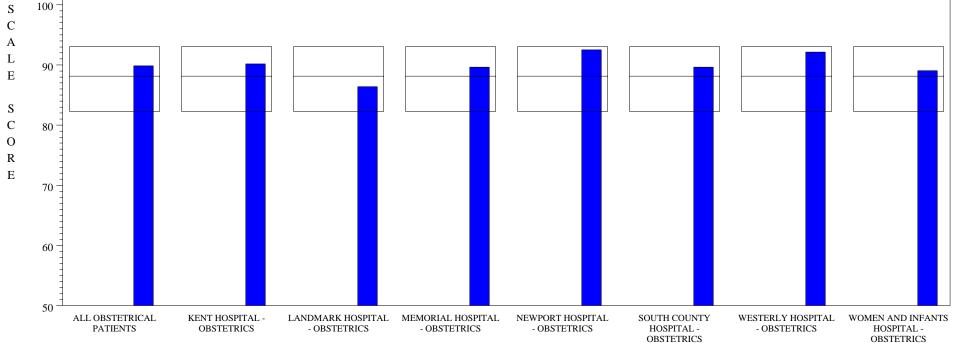
+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR COMPOSITE QUALITY SCALE COMPARED TO OBSTETRICS (RI) 2001 NORM





Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

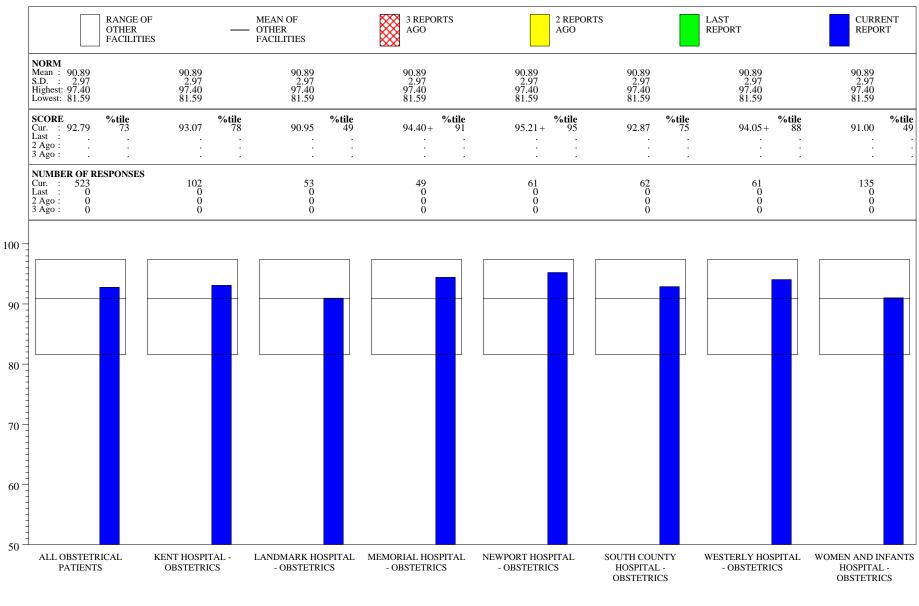
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR NURSING CARE SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



⁺Above Average (1 Std Dev Above Mean)

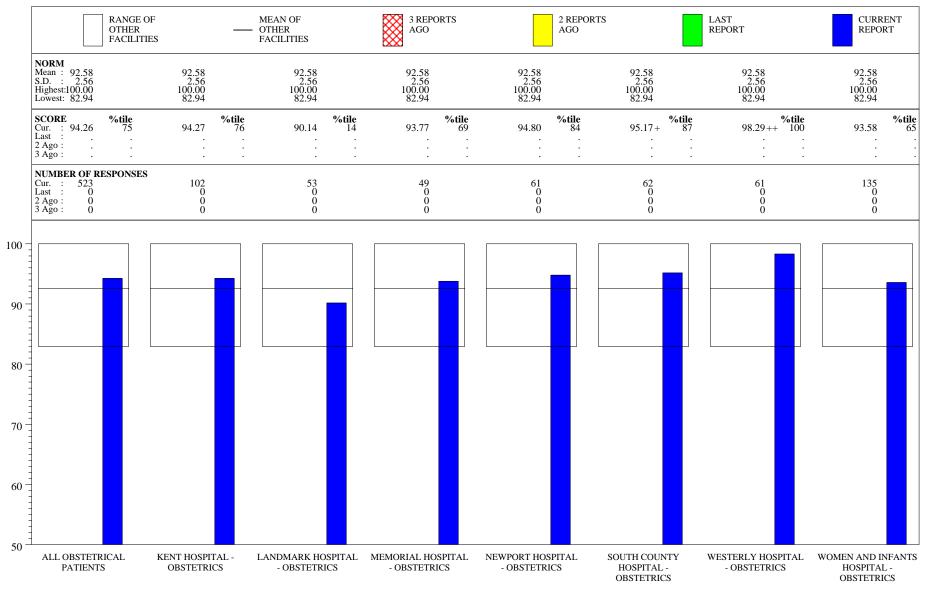
⁺⁺Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR PHYSICIAN CARE SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



⁺Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

Standard Deviation Flags:

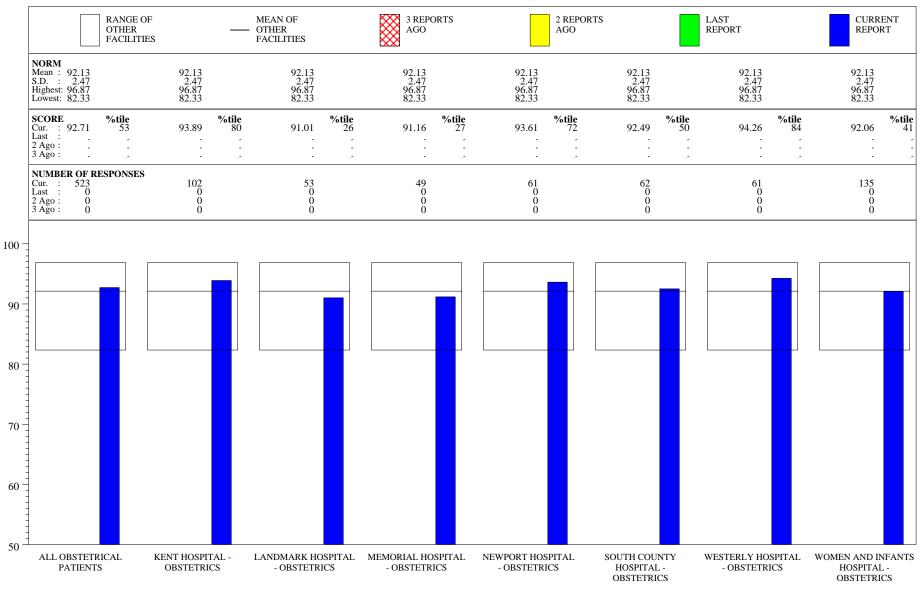
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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



++Well Above Average (2+ Std Devs Above Mean)

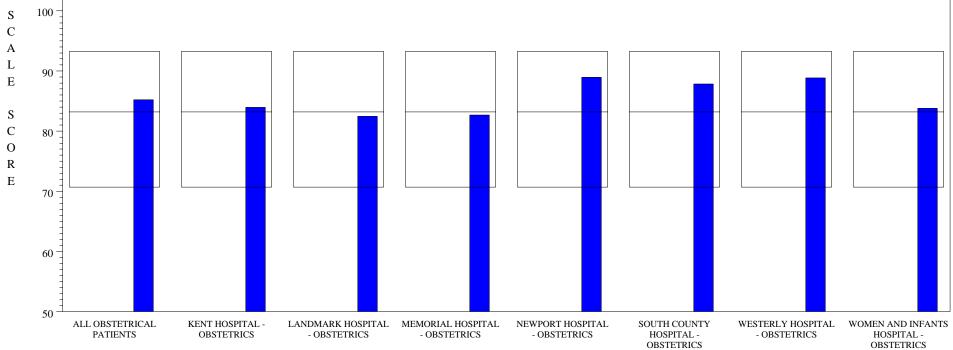
**Well Below Average (2+ Std Devs Below Mean)

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR COMFORT / CLEANLINESS SUBSCALE

	Giui		0201					ETRICS (F				LINESS SC	22001		
	RANGE OF MEAN OF OTHER FACILITIES FACILITIES			3 REPORTS AGO					LAST REPORT		CURRI REPOR				
NORM Mean: 83.18 S.D.: 3.94 Highest: 93.25 Lowest: 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69		83.18 3.94 93.25 70.69	
SCORE Cur. : 85.24 Last : . 2 Ago : . 3 Ago : .	%tile 68 	83.96	%tile 58	82.45	%tile 40 :	82.65	%tile 42	88.93+	%tile 94	87.84+	%tile 90	88.81 +	%tile 94	83.78	%ti l 5
NUMBER OF R Cur. : 523 Last : 0 2 Ago : 0 3 Ago : 0	ESPONSES	102 0 0 0		53 0 0 0		49 0 0 0		61 0 0 0		62 0 0 0		61 0 0 0		135 0 0 0	



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

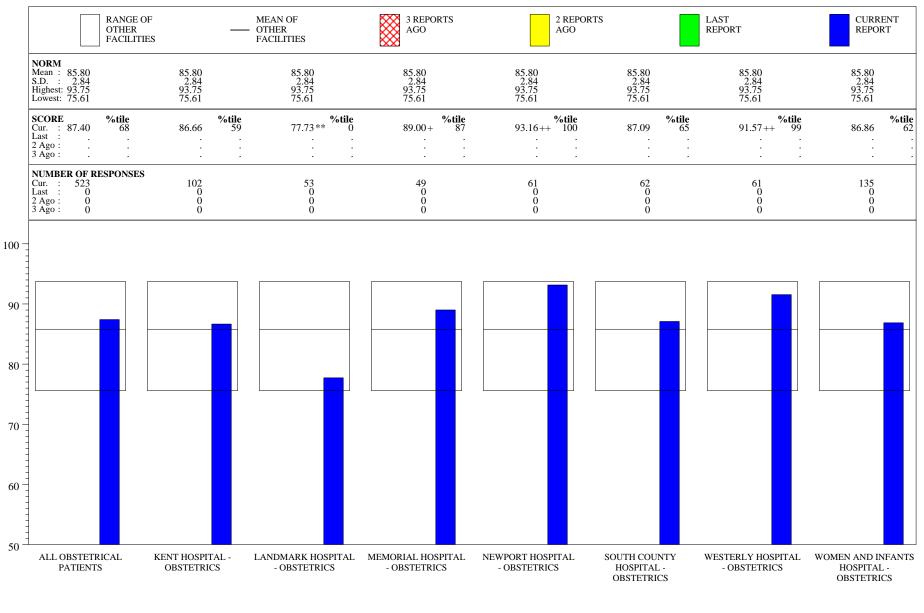
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



⁺Above Average (1 Std Dev Above Mean)

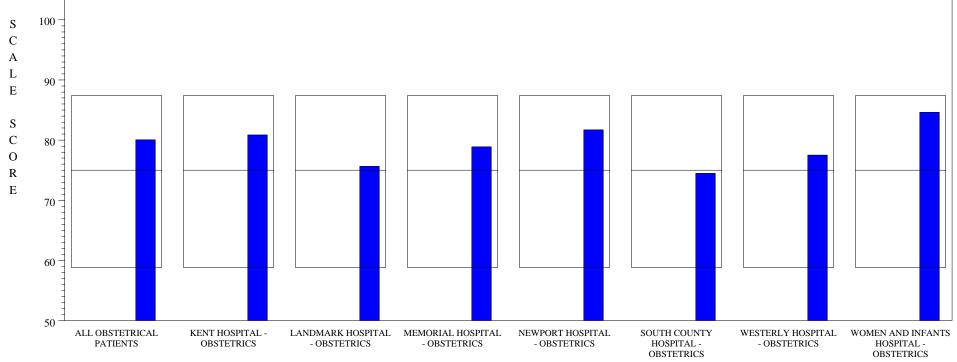
⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{*}Below Average (1 Std Dev Below Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR FOOD SERVICE SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM

RANGE OF OTHER FACILITIES	_	MEAN OF OTHER FACILITIES	3 REPORTS AGO	2 REPORT AGO		LAST REPORT	CURRENT REPORT
NORM Mean: 74.98 S.D.: 4.51 Highest: 87.39 Lowest: 58.86	74.98 4.51 87.39 58.86						
SCORE	80.84+ 91	e % 1 75.63 ·	tile %tile 57 78.91 81 	81.69+ %tile 81.69+ 96	74.46 %tile 74.46 43	77.51 %tile 73	84.65++ 98
NUMBER OF RESPONSES Cur. : 523 Last : 0 2 Ago : 0 3 Ago : 0	102 0 0 0	53 0 0 0	49 0 0 0	61 0 0 0	62 0 0 0	61 0 0 0	135 0 0 0



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

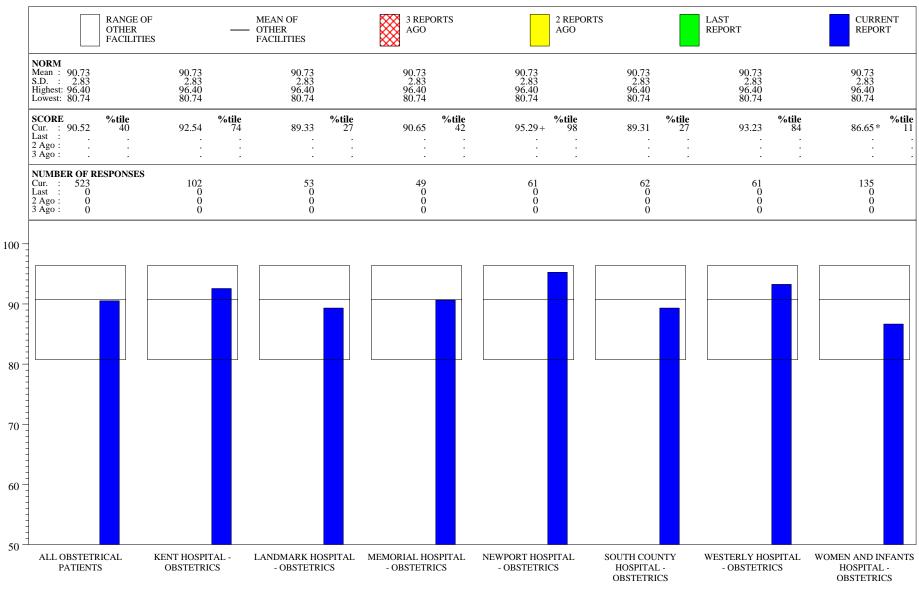
++Well Above Average (2+ Std Devs Above Mean)

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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR ADMITTING SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



++Well Above Average (2+ Std Devs Above Mean)

**Well Below Average (2+ Std Devs Below Mean)

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

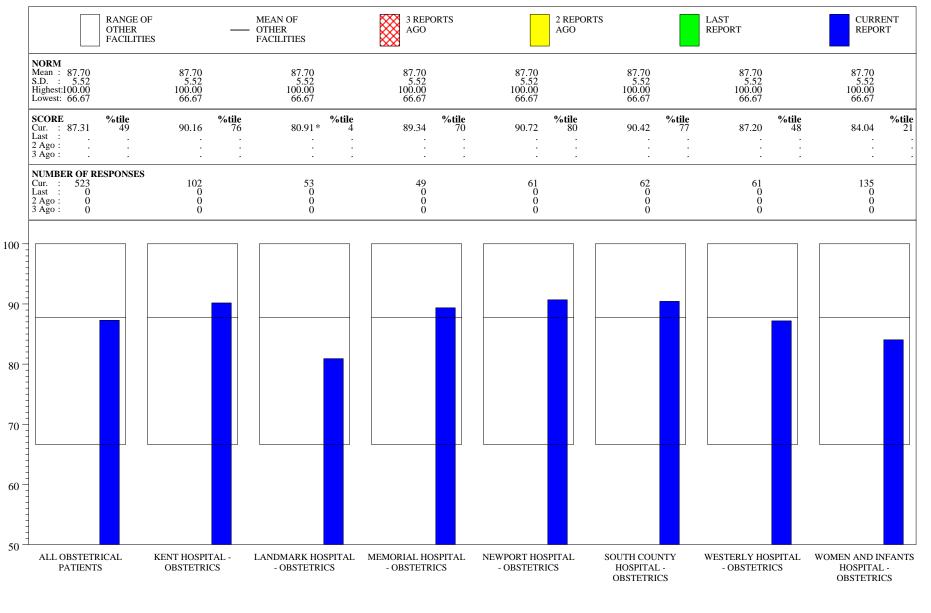
Standard Deviation Flags:

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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR PATIENT EDUCATION SUBSCALE COMPARED TO OBSTETRICS (RI) 2001 NORM



+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

Standard Deviation Flags:

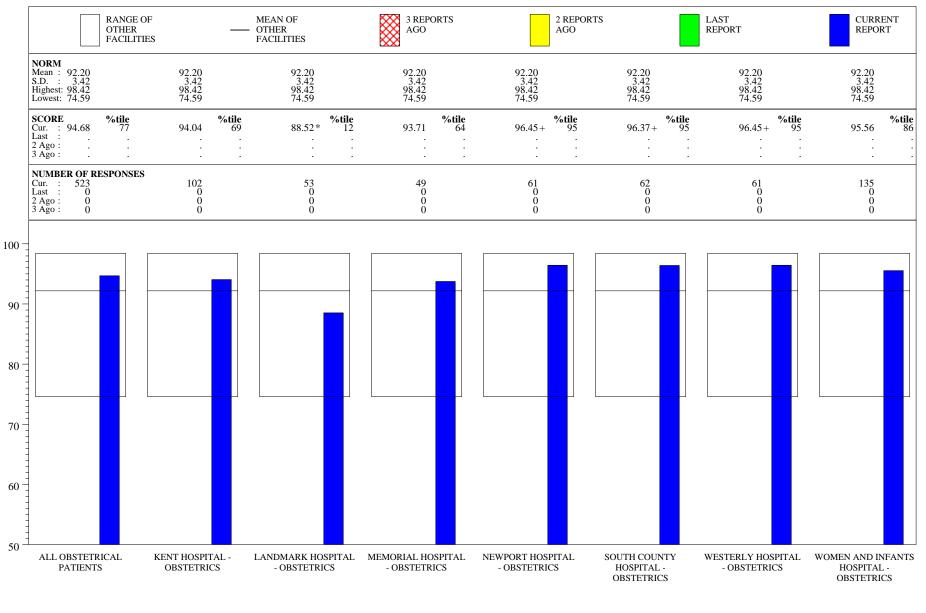
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GRAPHIC SUBGROUP COMPARISON (OBSTETRICS) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL) COMPARED TO OBSTETRICS (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

ADMINISTRATIVE SUMMARY (OBSTETRICS)

TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5)

#	QUESTION	RESPONSE CATEGORY	NORM	ALL OBSTETRICAL PATIENTS	KENT HOSPITAL - OBSTETRICS	LANDMARK HOSPITAL - OBSTETRICS	MEMORIAL HOSPITAL - OBSTETRICS	NEWPORT HOSPITAL - OBSTETRICS	SOUTH COU- NTY HOSPI- TAL	WESTERLY HOSPITAL - OBSTETRICS
1	Length of last hospital stay?	UNDER 5 DAYS 5 - 7 DAYS OVER 7 DAYS # of Responses	90% 7% 3%	93% 6% 1% n=523	96% 4% 0% n=102	94% 4% 2% n=53	90% 8% 2% n=49	95% 5% 0% n=61	98% 2% 0% n=62	98% 2% 0% n=61
2	Age	15 AND UNDER 16 - 35 36 - 64 OVER 64 # of Responses	1% 80% 16% 2%	0% 81% 19% 0% n=521	0% 82% 17% 1% n=102	0% 92% 8% 0% n=53	0% 88% 12% 0% n=49	0% 77% 23% 0% n=61	0% 76% 24% 0% n=62	0% 79% 21% 0% n=61
3	Gender	MALE FEMALE # of Responses	1% 99%	0% 100% n=523	0% 100% n=102	0% 100% n=53	0% 100% n=49	0% 100% n=61	0% 100% n=62	0% 100% n=61
4	PRIMARY COVERAGE	BLUE CROSS MANAGED MEDICAID MEDICARE MANAGED MEDICAR HMO COMMERCIAL CHAMPUS SELF-PAY OTHER GOVERNMEN' WORKER COMPENSA # of Responses	.% .% E .% .% .% .%	43% 15% 2% 0% 0% 19% 17% 3% 1% 0% 0%	41% 17% 0% 0% 11% 32% 8% 0% 11% 0% 0% n=102	40% 6% 0% 0% 2% 40% 13% 0% 0% 0% 0%	24% 45% 2% 0% 0% 24% 4% 0% 0% 0% 0% 0%	44% 13% 0% 0% 0% 10% 22% 28% 3% 0% 0% n=61	53% 0% 8% 0% 0% 19% 19% 0% 0% 0% 0% 0% 0% 0%	44% 5% 0% 0% 0% 0% 51% 0% 0% 0% 0% 0% 0% 0% 0-61
5	What is your primary insurance coverage?	TRADITIONAL INSUR MEDICARE MEDICAID PRIVATE PAY PPO HMO OTHER # of Responses	31% 4% 15% 2% 12% 20% 16%	60% 0% 17% 1% 0% 19% 3% n=521	49% 1% 17% 1% 0% 32% 0% n=102	53% 2% 6% 0% 0% 40% 0% n=53	29% 0% 47% 0% 0% 24% 0% n=49	46% 0% 13% 3% 0% 10% 28% n=61	73% 0% 8% 0% 0% 19% 0% n=62	95% 0% 5% 0% 0% 0% 0% n=61

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (OBSTETRICS) TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5) (continued)

#	QUESTION	RESPONSE CATEGORY	NORM	WOMEN AND INFANTS HOSPITAL -
1	Length of last hospital stay?	UNDER 5 DAYS 5 - 7 DAYS OVER 7 DAYS # of Responses	90% 7% 3%	86% 12% 2% n=135
2	Age	15 AND UNDER 16 - 35 36 - 64 OVER 64 # of Responses	1% 80% 16% 2%	0% 79% 21% 0% n=133
3	Gender	MALE FEMALE # of Responses	1% 99%	0% 100% n=135
4	PRIMARY COVERAGE	BLUE CROSS MANAGED MEDICAII MEDICAID MEDICARE MANAGED MEDICAR HMO COMMERCIAL CHAMPUS SELF-PAY OTHER GOVERNMEN WORKER COMPENSA # of Responses	.% .% E .% .% .% .% .%	47% 20% 2% 0% 0% 11% 19% 1% 0% 0% 0% 0% n=133
5	What is your primary insurance coverage?	TRADITIONAL INSUR MEDICARE MEDICAID PRIVATE PAY PPO HMO OTHER # of Responses	31% 4% 15% 2% 12% 20% 16%	65% 0% 23% 0% 0% 11% 1% n=133

^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (OBSTETRICS)

TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7)

#	QUESTION	RESPONSE CATEGORY	NORM	ALL OBSTETRICAL PATIENTS	KENT HOSPITAL - OBSTETRICS	LANDMARK HOSPITAL - OBSTETRICS	MEMORIAL HOSPITAL - OBSTETRICS	NEWPORT HOSPITAL - OBSTETRICS	SOUTH COU- NTY HOSPI- TAL	WESTERLY HOSPITAL - OBSTETRICS
1	Were you admitted through the emergency department?	YES NO # of Responses	30% 70%	30% 70% n=496	9% 91% n=98	10% 90% n=51	49% 51% n=47	13% 88% n=56	25% 75% n=57	5% 95% n=58
2	Was this your first time at this hospital?	YES NO # of Responses	40% 60%	36% 64% n=515	28% 72% n=101	35% 65% n=52	35% 65% n=48	49% 51% n=59	29% 71% n=59	28% 72% n=61
3	How many times hospitalized in past two years?	ONCE TWICE 3 TIMES 4 TIMES MORE THAN 4 # of Responses	72% 22% 4% 1% 1%	75% 22% 1% 1% 1% n=496	67% 33% 0% 0% 0% 0% n=98	82% 16% 2% 0% 0% n=49	79% 15% 2% 4% 0% n=48	84% 14% 0% 0% 2% n=56	74% 21% 3% 2% 0% n=58	67% 27% 2% 3% 2% n=60
4	Health before this visit	EXCELLENT GOOD FAIR/POOR/VP # of Responses	56% 39% 5%	69% 28% 2% n=503	62% 36% 2% n=97	63% 33% 4% n=51	66% 26% 9% n=47	74% 22% 3% n=58	79% 21% 0% n=61	77% 21% 2% n=61
5	What is the highest grade or level of education that you have completed?	8th Grade or Less Some High School High School Graduate Some College College Graduate Graduate Study # of Responses	1% 5% 22% 32% 22% 17%	1% 5% 22% 33% 19% 19% n=516	1% 3% 20% 48% 16% 13% n=102	2% 8% 38% 28% 15% 9% n=53	2% 13% 33% 31% 8% 13% n=48	2% 2% 20% 28% 27% 22% n=60	0% 2% 18% 23% 31% 26% n=61	0% 5% 20% 34% 18% 23% n=61
6	What is your race?	ASIAN WHITE BLACK NATIVE HAWAIIAN AMERICAN INDIAN # of Responses	3% 92% 4% 1% 0%	2% 93% 4% 0% 1% n=489	1% 99% 0% 0% 0% n=97	2% 94% 4% 0% 0% n=52	0% 85% 13% 0% 3% n=40	3% 88% 7% 0% 2% n=59	3% 93% 2% 0% 2% n=60	0% 98% 0% 2% 0% n=61
7	Are you of Hispanic or Latino origin or descent:	HISPANIC NOT HISPANIC # of Responses	6% 94%	7% 93% n=417	3% 97% n=76	5% 95% n=40	21% 79% n=38	6% 94% n=47	2% 98% n=52	2% 98% n=52

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (OBSTETRICS)

TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7) (continued)

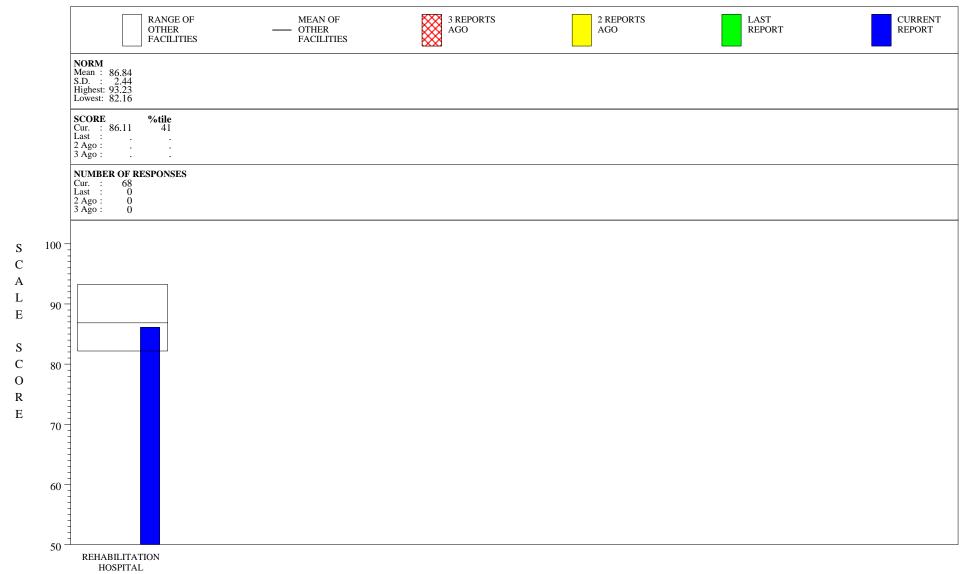
#	QUESTION	RESPONSE CATEGORY	NORM	WOMEN AND INFANTS HOSPITAL -
1	Were you admitted through the emergency department?	YES NO # of Responses	30% 70%	68% 32% n=129
2	Was this your first time at this hospital?	YES NO # of Responses	40% 60%	45% 55% n=135
3	How many times hospitalized in past two years?	ONCE TWICE 3 TIMES 4 TIMES MORE THAN 4 # of Responses	72% 22% 4% 1% 1%	76% 21% 2% 0% 2% n=127
4	Health before this visit	EXCELLENT GOOD FAIR/POOR/VP # of Responses	56% 39% 5%	68% 31% 1% n=128
5	What is the highest grade or level of education that you have completed?	8th Grade or Less Some High School High School Graduate Some College College Graduate Graduate Study # of Responses	1% 5% 22% 32% 22% 17%	2% 7% 17% 30% 20% 24% n=131
6	What is your race?	ASIAN WHITE BLACK NATIVE HAWAIIAN AMERICAN INDIAN # of Responses	3% 92% 4% 1% 0%	3% 91% 6% 0% 0% n=120
7	Are you of Hispanic or Latino origin or descent:	HISPANIC NOT HISPANIC # of Responses	6% 94%	12% 88% n=112

^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

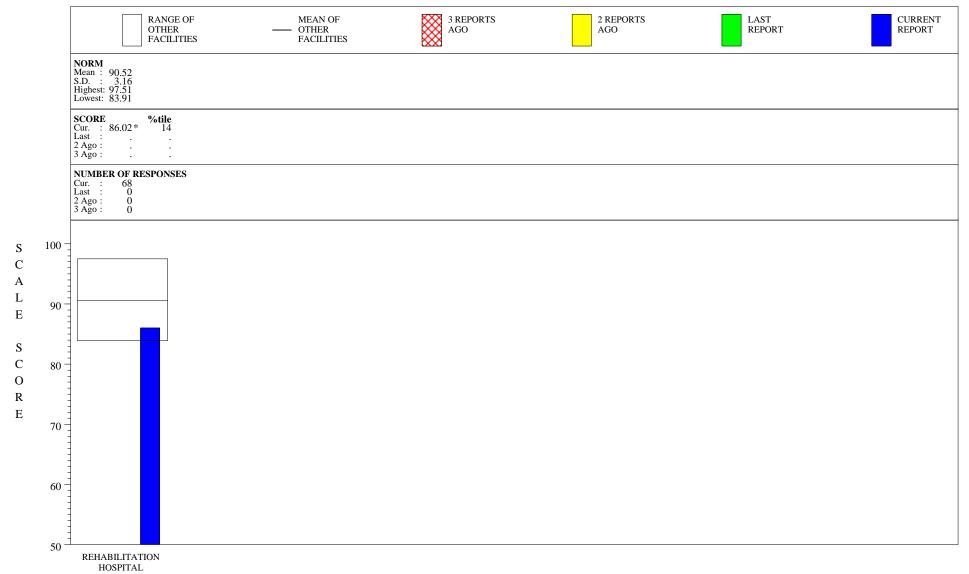
GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR COMPOSITE QUALITY SCALE COMPARED TO REHABILITATION (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

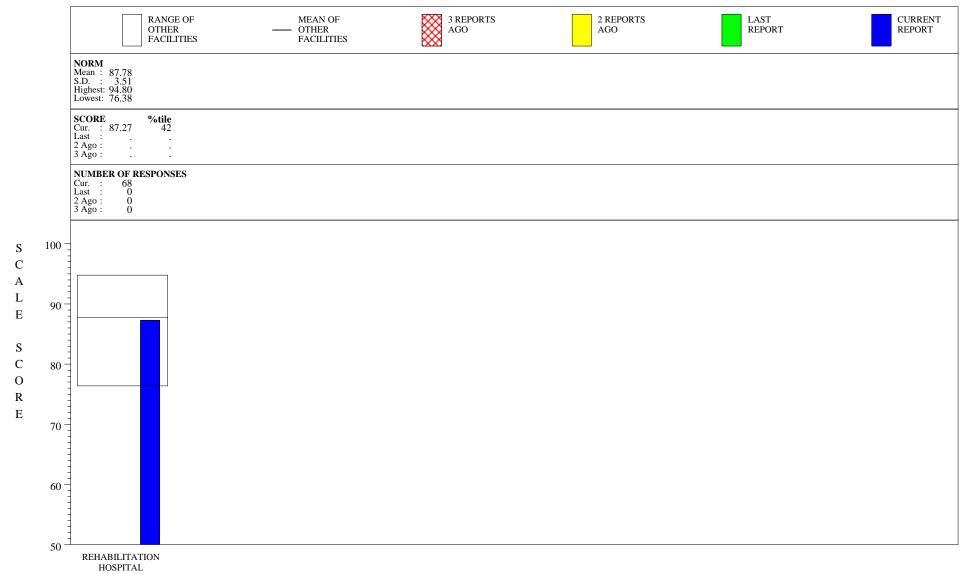
GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR NURSING CARE SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

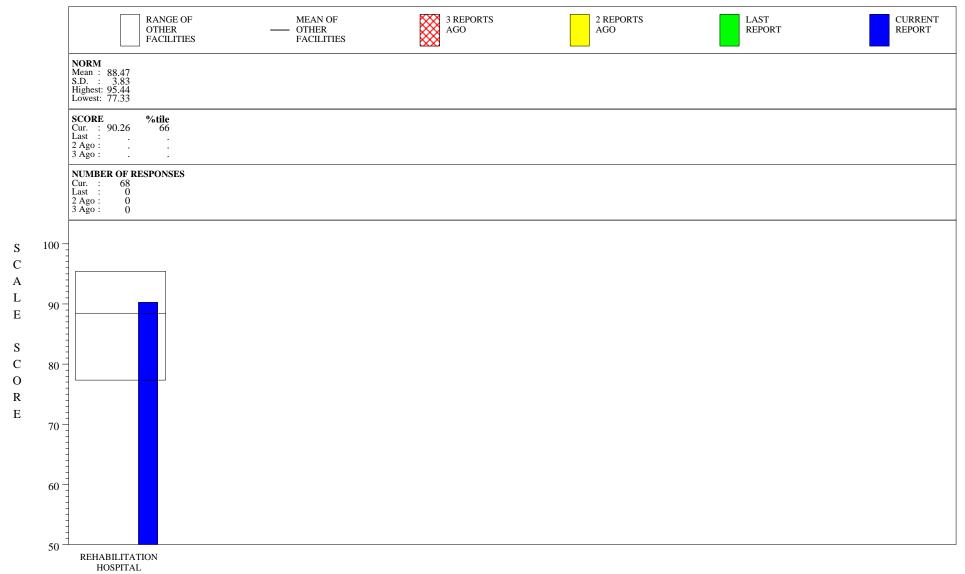
GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR PHYSICIAN CARE SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



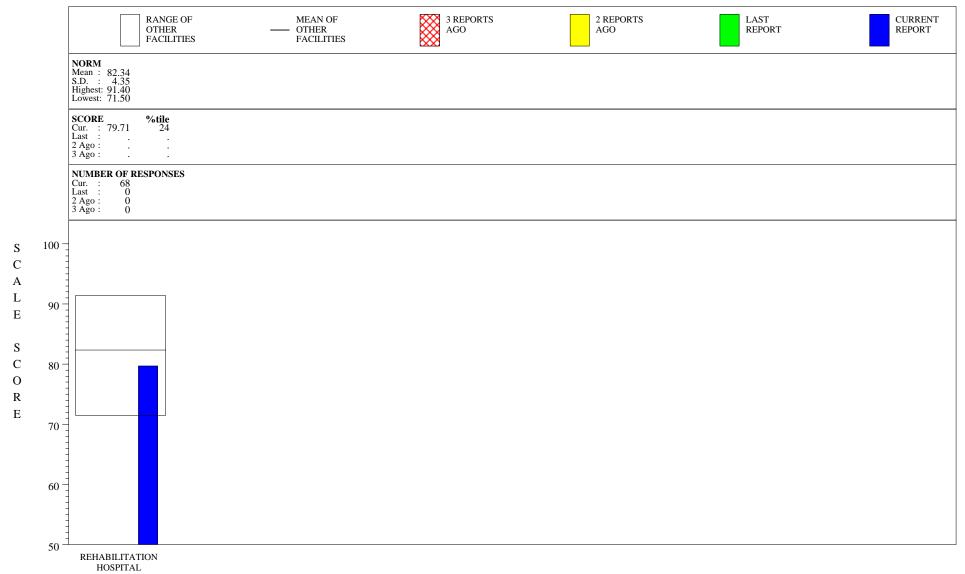
Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

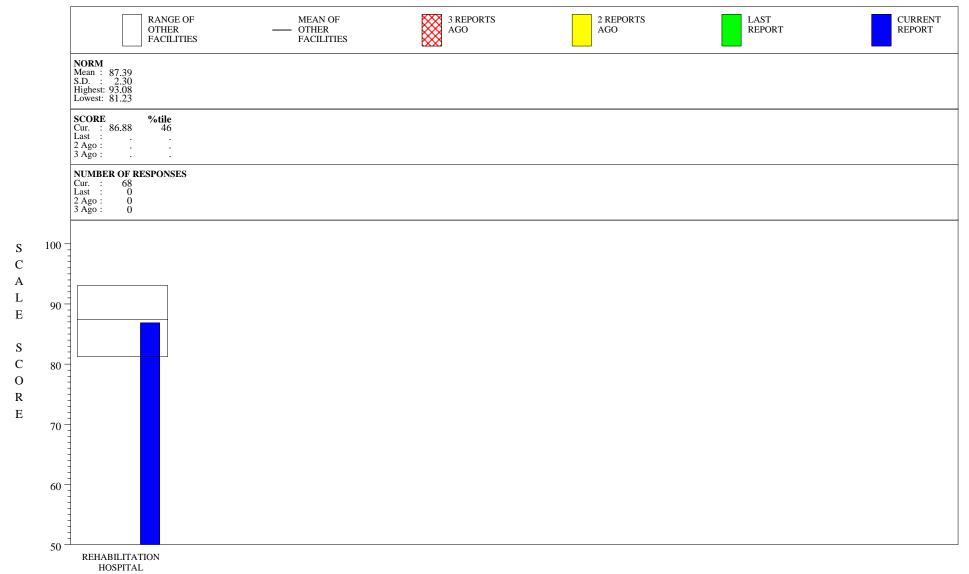
GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



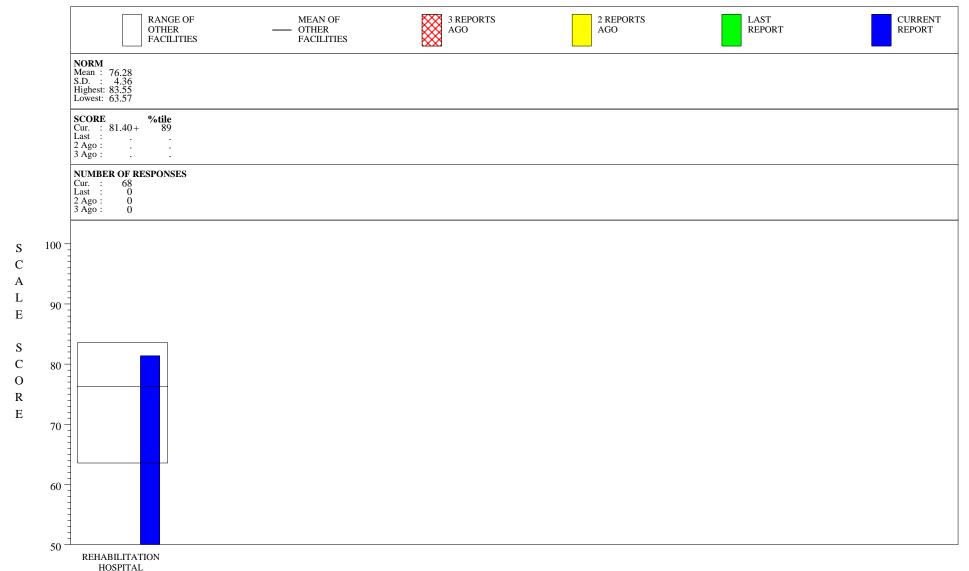
GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR COMFORT / CLEANLINESS SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR OTHER STAFF COURTESY SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR FOOD SERVICE SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM

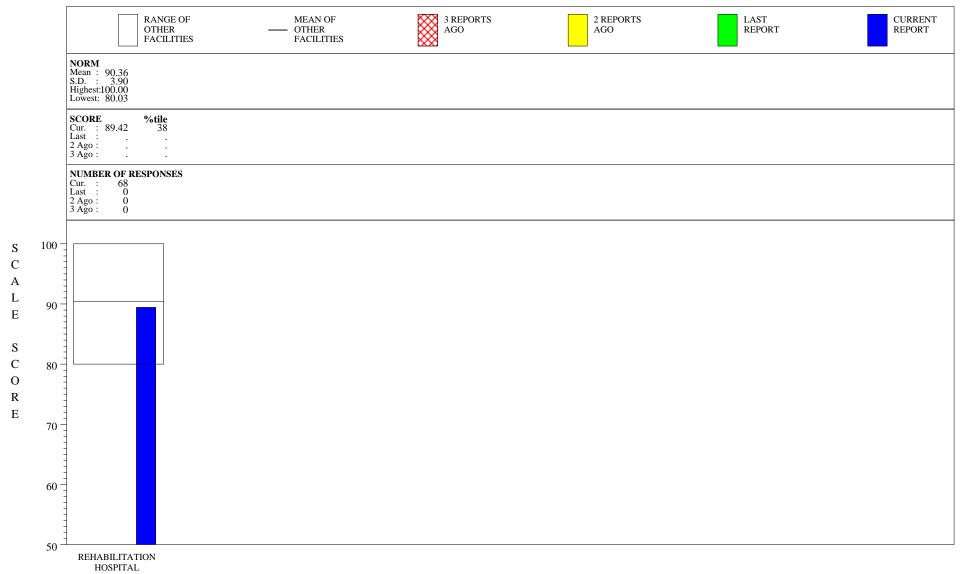


Standard Deviation Flags:

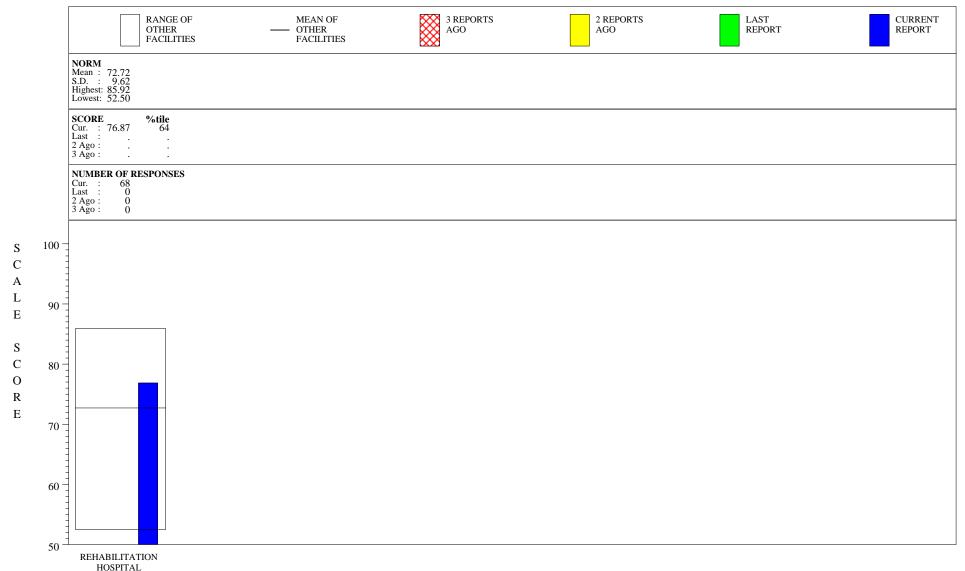
+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)
**Well Below Average (2+ Std Devs Below Mean)

GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR ADMITTING SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM



GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR PATIENT EDUCATION SUBSCALE COMPARED TO REHABILITATION (RI) 2001 NORM

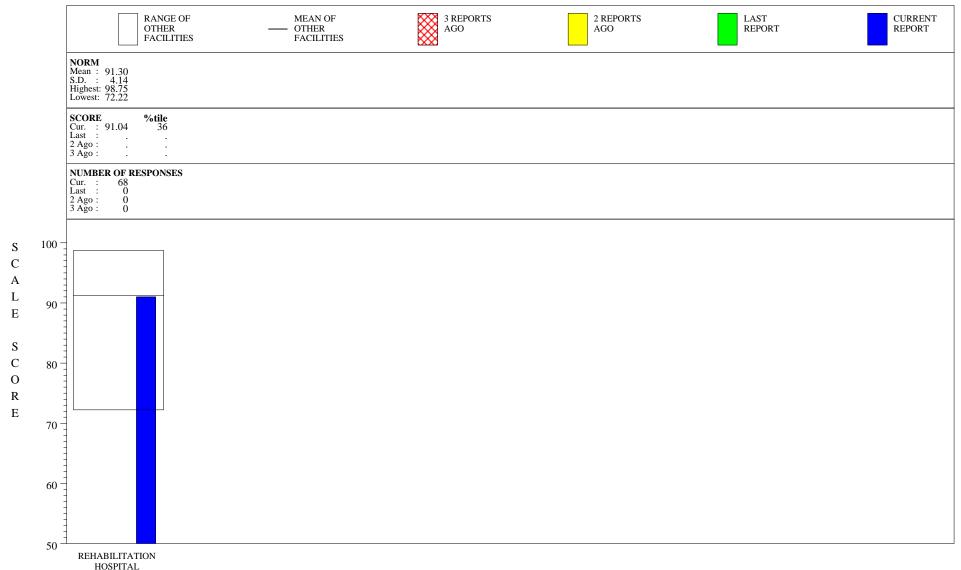


Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)
*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)
**Well Below Average (2+ Std Devs Below Mean)

GRAPHIC SUBGROUP COMPARISON (REHABILITATION) FOR PATIENT LOYALTY INDEX (RETURN, RECOMMEND, OVERALL COMPARED TO REHABILITATION (RI) 2001 NORM



ADMINISTRATIVE SUMMARY (REHABILITATION) TABLE 1: DATAFILE DEMOGRAPHICS 1-5 (OF 5)

	I	1	Ι	REHABILITA-
		RESPONSE		TION
#	QUESTION	CATEGORY	NORM	HOSPITAL
#	QUESTION	CATEGORT	NOKW	HOSFITAL
1	Length of last hospital	UNDER 5 DAYS	15%	3%
	stay?	5 - 7 DAYS	15%	6%
	1	OVER 7 DAYS	70%	91%
		# of Responses		n=68
		T .		
2	Age	15 AND UNDER	1%	0%
		16 - 35	3%	1%
		36 - 64	22%	29%
		OVER 64	75%	69%
		# of Responses		n=68
3	Gender	MALE	38%	40%
		FEMALE	62%	60%
		# of Responses		n=68
١.				
4	PRIMARY COVERAGE	BLUE CROSS	.%	15%
		MANAGED MEDICAID		0%
		MEDICAID	.%	6%
		MEDICARE	.%	0%
		MANAGED MEDICAR	Е.%	71%
		НМО	.%	4%
		COMMERCIAL	.%	4%
		CHAMPUS	.%	0%
		SELF-PAY	.%	0%
		OTHER GOVERNMEN		0%
		WORKER COMPENSA	ΓΙ.ΘέΝ	0%
		# of Responses		n=68
5	What is your primary	TRADITIONAL INSUR	17%	19%
١٦	insurance coverage?	MEDICARE	57%	71%
	insurance coverage?	MEDICARE	5%	6%
		PRIVATE PAY	1%	0%
		PPO	3%	0%
		HMO	3% 9%	1 0% 4%
l		OTHER	9% 9%	4% 0%
l			9%	
		# of Responses		n=68
Щ				

^{*}

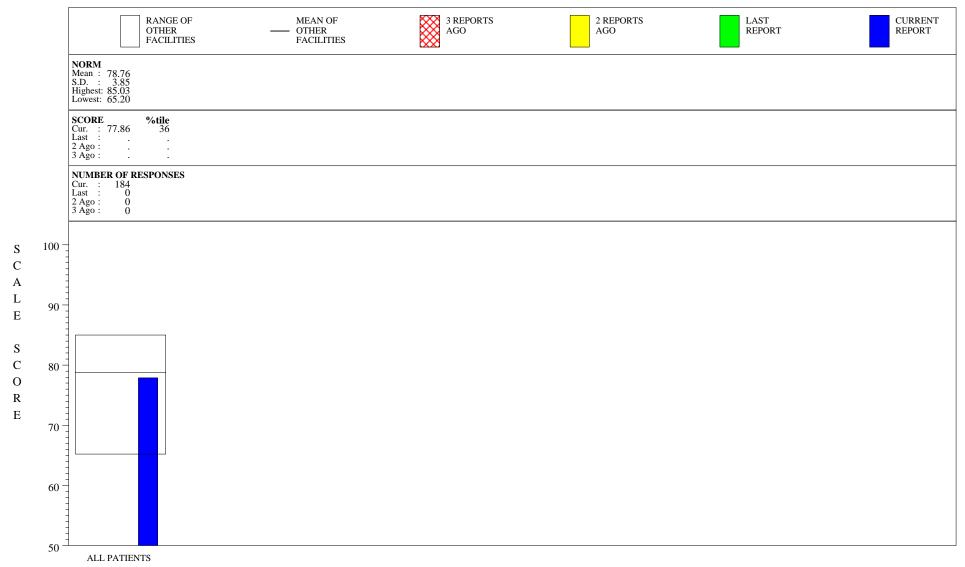
^{*}Below Average (1 Std Dev Below Mean)

ADMINISTRATIVE SUMMARY (REHABILITATION) TABLE 2: SELF-REPORTED DEMOGRAPHICS 1-7 (OF 7)

	I	1	I	REHABILITA-
		RESPONSE		TION
#	QUESTION	CATEGORY	NORM	HOSPITAL
#	QUESTION	CATEGORI	NOKWI	ПОЗРПАL
1	Were you admitted through	YES	48%	12%
	the emergency department?	NO	52%	88%
1		# of Responses		n=49
2	Was this your first time	YES	36%	74%
-	at this hospital?	NO	64%	26%
	at this hospitar.	# of Responses	0170	n=66
1		" of Responses		11-00
3	How many times hospital-	ONCE	46%	65%
١	ized in past two years?	TWICE	32%	24%
	ized in past two years:	3 TIMES	12%	6%
		4 TIMES	5%	3%
		MORE THAN 4	5%	2%
		# of Responses	370	n=63
1		# of Responses		11-03
4	Health before this visit	EXCELLENT	16%	15%
7	Tieattii belole tiiis visit	GOOD	42%	49%
		FAIR/POOR/VP	43%	35%
1		# of Responses	4370	n=65
1		# Of Responses		11-03
5	What is the highest grade	8th Grade or Less	10%	12%
`	or level of education	Some High School	12%	22%
	that you have completed?	High School Graduate	31%	24%
	that you have completed.	Some College	25%	26%
		College Graduate	14%	9%
		Graduate Study	7%	7%
		# of Responses	7 70	n=68
1		# of Responses		11-06
6	What is your race?	ASIAN	0%	0%
ľ	What is your face:	WHITE	98%	94%
		BLACK	1%	3%
		NATIVE HAWAIIAN	1%	1%
		AMERICAN INDIAN	0%	1%
			0%	
1		# of Responses		n=67
7	Are you of Hispanic or	HISPANIC	3%	0%
Ι′	Latino origin or descent:	NOT HISPANIC	97%	100%
1	Launo origin or descent:		9/%	
1		# of Responses		n=43
				l

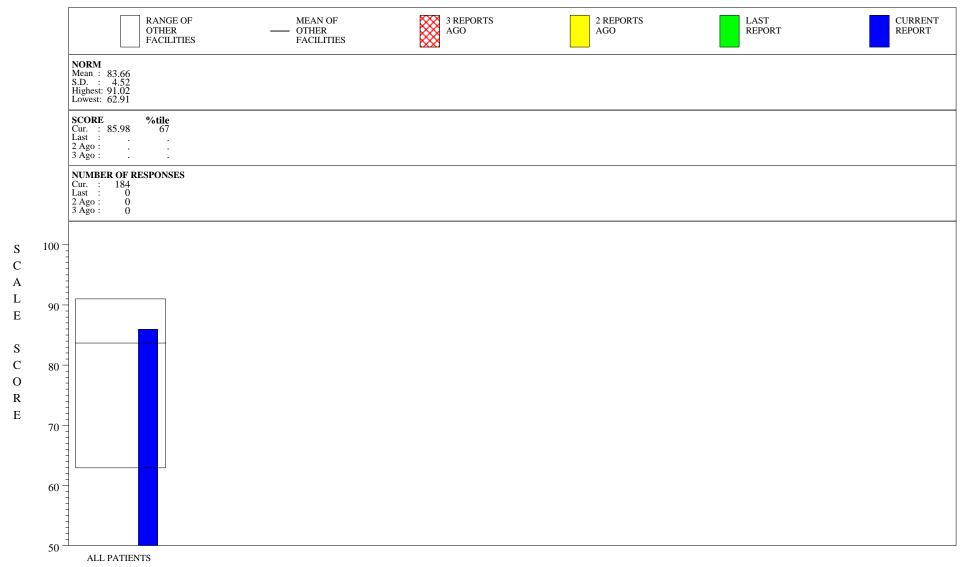
 $^{+\!\!+\!\!}Well\ Above\ Average\ (2\!+\!\,Std\ Devs\ Above\ Mean)$

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR COMPOSITE QUALITY SCALE COMPARED TO ADULT 2001 NORM

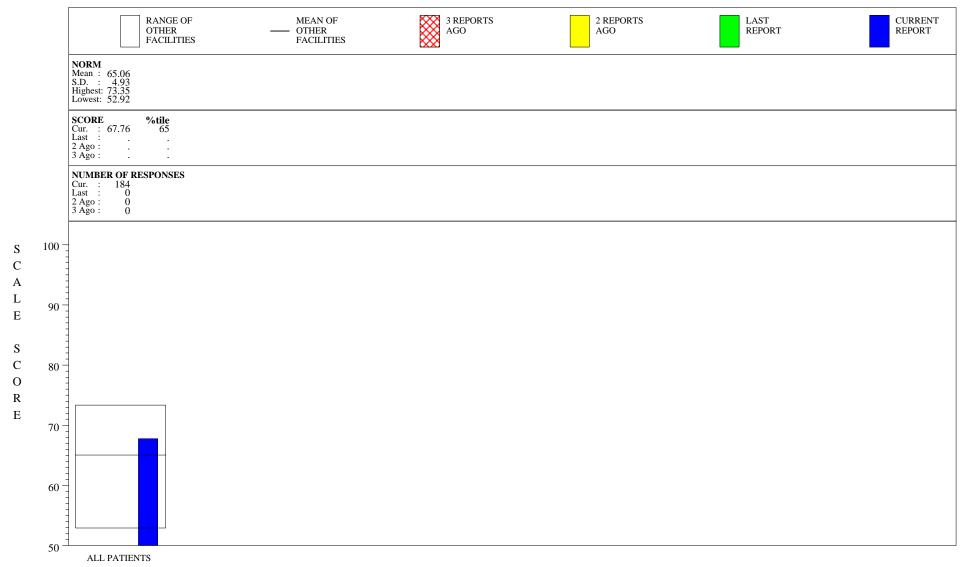


⁺⁺Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR STAFF SUBSCALE COMPARED TO ADULT 2001 NORM

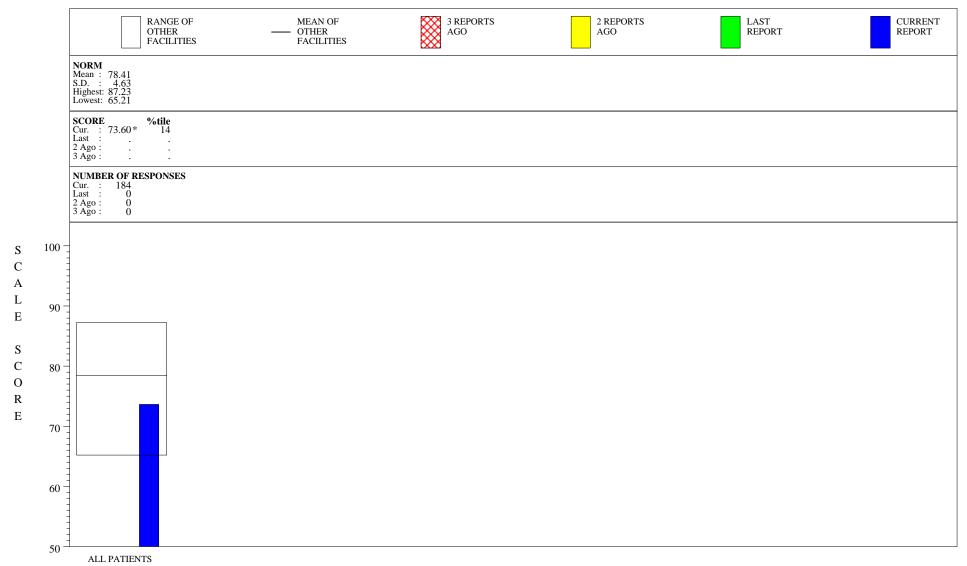


GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR NON-CLINICAL SERVICES SUBSCALE COMPARED TO ADULT 2001 NORM



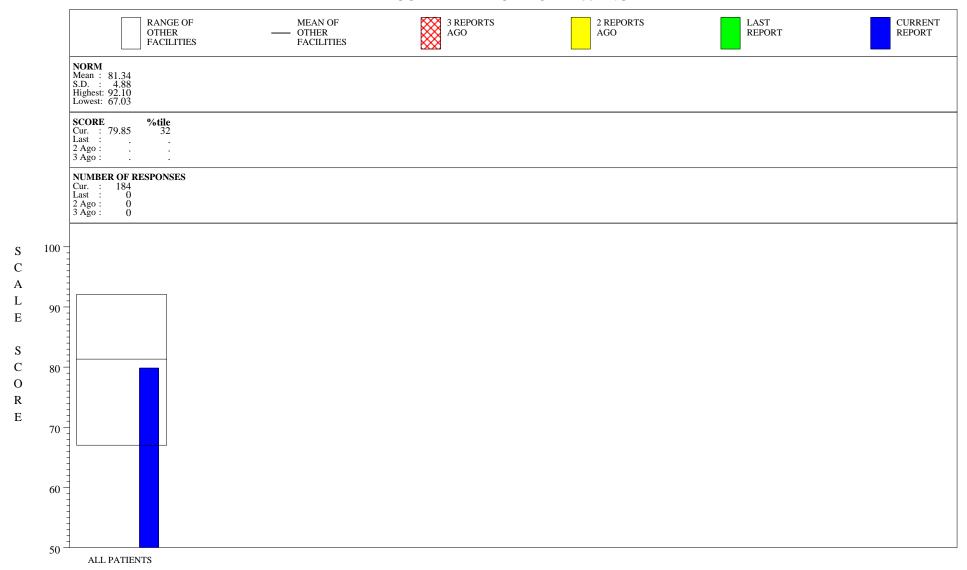
⁺⁺Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR PROGRAM SUBSCALE COMPARED TO ADULT 2001 NORM



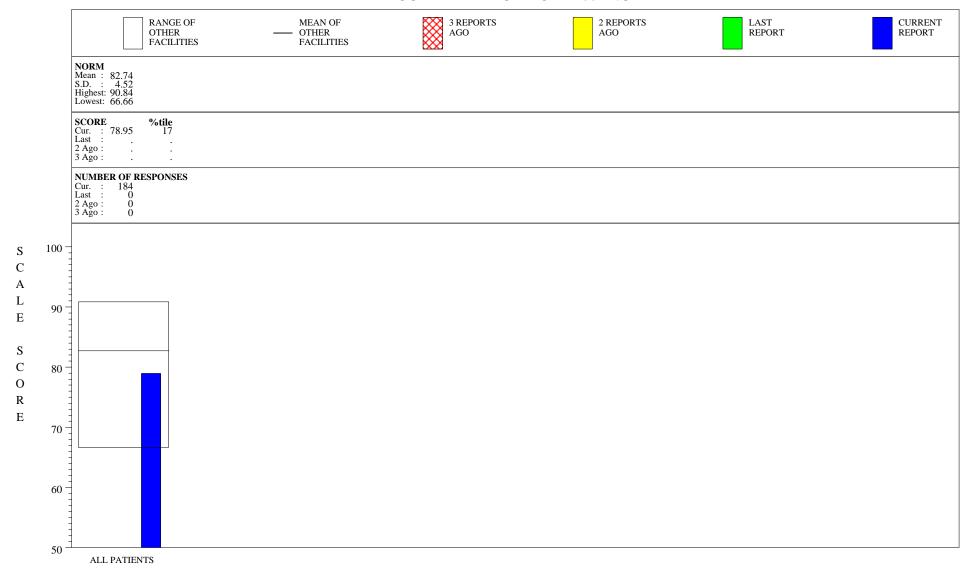
⁺⁺Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR PSYCHIATRIC CARE SUBSCALE COMPARED TO ADULT 2001 NORM

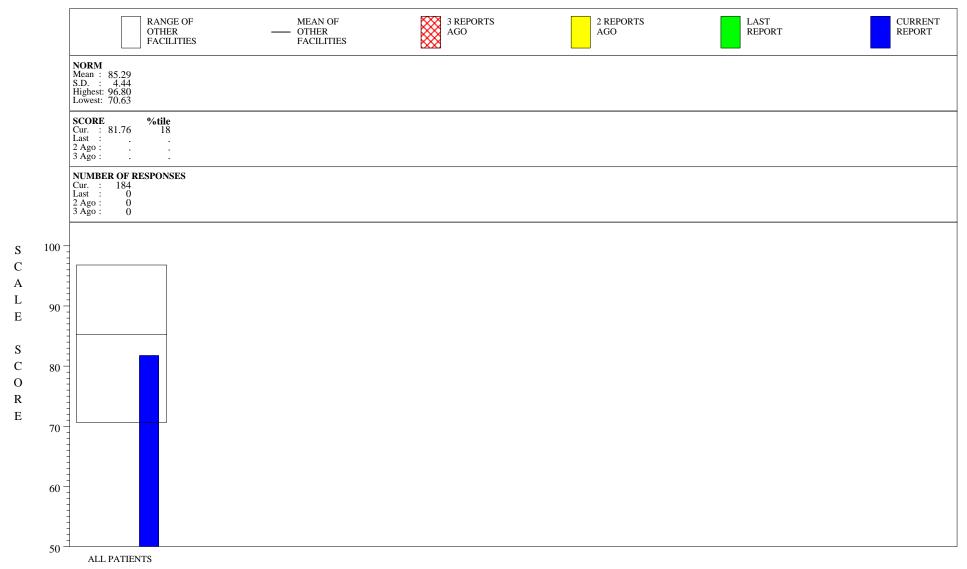


⁺⁺Well Above Average (2+ Std Devs Above Mean)

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR PATIENT EDUCATION SUBSCALE COMPARED TO ADULT 2001 NORM

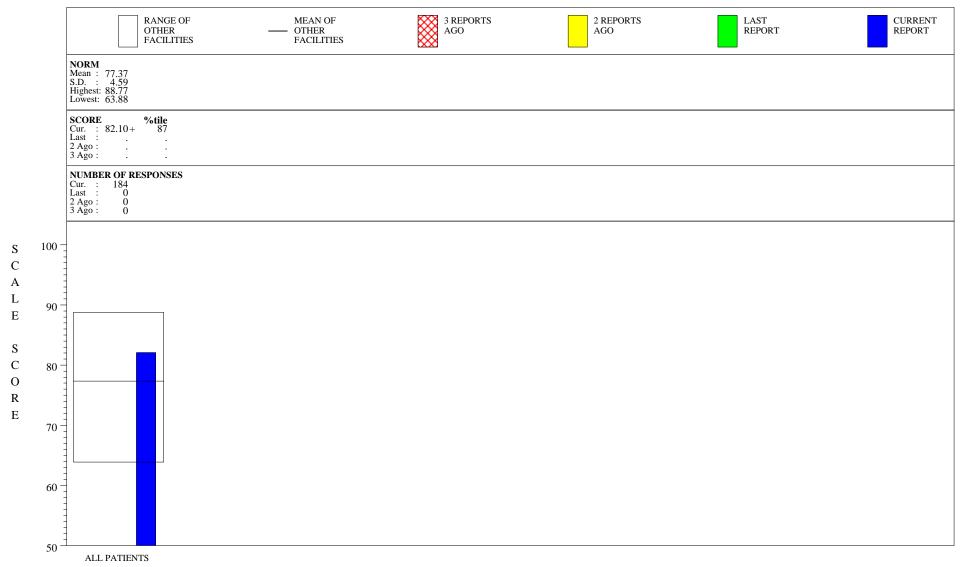


GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR MEDICAL OUTCOME SUBSCALE COMPARED TO ADULT 2001 NORM



⁺⁺Well Above Average (2+ Std Devs Above Mean)
**Well Below Average (2+ Std Devs Below Mean)

GRAPHIC SUBGROUP COMPARISON (INPATIENT PSYCHIATRIC) FOR LOYALTY INDEX COMPARED TO ADULT 2001 NORM



PRESS, GANEY ASSOCIATES, INC.

ADMINISTRATIVE SUMMARY (INPATIENT PSYCHIATRIC) TABLE 1: SELF-REPORTED DEMOGRAPHICS 1-5 (OF 11)

_	1	1	ı —	ı
		DEGDONGE		
#	QUESTION	RESPONSE CATEGORY	NORM	ALL PATIENTS
#	QUESTION	CATEGORI	NOKWI	ALL PATIENTS
1	How many days was your	1 - 3 DAYS	23%	25%
	most recent hospital	4 - 7 DAYS	43%	47%
	stay?	8 - 14 DAYS	21%	20%
	*	15 - 21 DAYS	6%	4%
		OVER 21 DAYS	7%	4%
		# of Responses		n=168
2	1	INDED 10 VE I DO	00/	00/
4	Age	UNDER 18 YEARS	0%	0%
		18 - 25 YEARS	17%	16%
		26 - 35 YEARS	22%	22%
		36 - 45 YEARS	31%	31%
		46 - 55 YEARS	16%	15%
		56 - 65 YEARS	7%	8%
		OVER 65 YEARS	7%	7%
		# of Responses		n=175
3	Gender	MALE	44%	45%
		FEMALE	56%	55%
		# of Responses		n=175
4	Primary Coverage	BLUE CROSS	.%	31%
		CHAMPUS	.%	0%
		MANAGED MEDICAID	.%	9%
		MEDICAID	.%	15%
		OTHER GOVT.	.%	8%
		НМО	.%	8%
		COMMERCIAL	.%	4%
		MEDICARE	.%	13%
		SELF PAY	.%	7%
		WORKER COMPENSA	ΓΙ.®6N	5%
		# of Responses		n=157
5	What is your primary	BLUE CROSS	18%	31%
1	hospital insurance	TRADITIONAL	4%	4%
1	coverage?	MEDICARE	19%	13%
1	~	MEDICAID	17%	24%
1		PRIVATE PAY	3%	7%
1		PPO	5%	0%
1		НМО	10%	8%
1		OTHER	25%	13%
1		# of Responses		n=157
	I .			I.

Standard Deviation Flags:

+Above Average (1 Std Dev Above Mean)

*Below Average (1 Std Dev Below Mean)

++Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

ADMINISTRATIVE SUMMARY (INPATIENT PSYCHIATRIC) TABLE 1: SELF-REPORTED DEMOGRAPHICS 6-11 (OF 11)

$\overline{}$				I
		RESPONSE		
#	QUESTION	CATEGORY	NORM	ALL PATIENTS
6	Was this your first time	YES	57%	42%
1	in this hospital program?	NO	43%	58%
	F	# of Responses		n=165
		1		
l 7	How many times hospital-	ONCE	52%	43%
	ized in past two years	TWICE	21%	28%
	for an emotional problem?	3 TIMES	12%	14%
	1	4 TIMES	6%	6%
		MORE THAN 4	10%	9%
		# of Responses		n=162
8	How would you rate your	EXCELLENT	6%	8%
ľ	emotional health before	VERY GOOD	8%	9%
	this hospital stay?	GOOD	14%	12%
	lins nospital stay.	FAIR/POOR	72%	71%
		# of Responses		n=164
9	What is the highest grade	8TH GRADE OR LESS	.%	4%
	or level of education	SOME HIGH SCHOOL	.%	13%
	that you have completed?	HIGH SCHOOL GRAD	J A% E	39%
		SOME COLLEGE	.%	30%
		COLLEGE GRADUATE		7%
		GRADUATE STUDY	.%	7%
		# of Responses		n=174
10	What is your race?	ASIAN	.%	1%
		WHITE	.%	92%
		BLACK	.%	3%
		NATIVE HAWAIIAN	.%	0%
		AMERICAN INDIAN	.%	4%
		# of Responses		n=168
111	Are you of Hispanic or	HISPANIC	.%	5%
	Latino origin or descent?	NOT HISPANIC	.%	95%
		# of Responses		n=104
		<u> </u>		

^{*}Below Average (1 Std Dev Below Mean)

⁺⁺Well Above Average (2+ Std Devs Above Mean)

^{**}Well Below Average (2+ Std Devs Below Mean)

